

# *City Services Guide*



**Important Information  
About Community Services and  
City Agencies in Chattanooga**

**[www.chattanooga.gov](http://www.chattanooga.gov)**



## *Letter from the Mayor*

---



Dear Chattanooga:

All of us in your city government have been working hard to improve the quality and quantity of the services that we provide. Our goal is to make Chattanooga one of the most liveable cities in America. This City Guide has been compiled to make you aware of the full range of services available to you and make access to those services convenient.

As your mayor, I am always looking for ways to make city government more accessible to the citizens. This guide is one of those steps. We also have taken out a page in the Real Talk section of the BellSouth Yellow Pages for the 1999-2000 telephone book. The Real Talk section is located in the middle of the book and features pre-recorded information available at your fingertips. We have also redesigned our internet site to make it more attractive and convenient. It is accessible on the world wide web at [www.Chattanooga.gov](http://www.Chattanooga.gov).

If you have any comments or suggestions regarding the services we offer, please feel free to call the Mayor's office at 757-5152 during regular business hours. You are also welcome to visit with me one-on-one at Mayor's Night In or Out, which is held the first Monday of the month except when a National holiday presents a conflict. No appointment is necessary to meet with me during a Mayor's Night event.

I hope that you find this guide useful and informative.

Sincerely,

Jon Kinsey

# Table of Contents

---

VISITOR INFORMATION .....	2
---------------------------	---

## BIOGRAPHIES OF OFFICIALS

Mayor .....	4
City Council .....	5
City Judge .....	9
Charter Officers .....	10

## WHO TO CALL FOR HELP

Numbers to Remember .....	14
Medical Assistance .....	14
Hospitals .....	15
Crime Victim? .....	15
Need Food, Shelter or Utility Help? .....	16
Need a Job? .....	16
Treated Unfairly? .....	16
Something Wrong in Your Neighborhood? .....	17
Need Financial, Housing or Legal Advice? .....	19
Children and Youth .....	20
Senior Citizens .....	21
People with Disabilities .....	21
The Environment .....	22
Recreation and Entertainment .....	23

## QUICK REFERENCE

Helpful City Government Telephone Numbers .....	24
Helpful Non-City Government Telephone Numbers .....	33
Telephone Numbers of State/Federal Officials .....	36

## CHATTANOOGA CITY GOVERNMENT

### ***Executive:***

City of Chattanooga .....	39
Mayor .....	41
Chattanooga Organizational Chart .....	42

---

### ***Legislative:***

City Council .....	43
How Laws Are Made .....	44
How to Make Your Point at Government Meetings .....	44

### ***Elections:***

Judicial .....	45
Courts .....	45

### ***Administrative Departments:***

Finance and Administration Department .....	46
Fire Department .....	46
General Services Department .....	47
Human Services Department .....	48
Neighborhood Services Department .....	49
Parks, Recreation, Arts, and Culture Department .....	50
Personnel Department .....	53
Police Department .....	53
Public Works Department .....	54
Regional Planning Agency .....	55

CITY COUNCIL ADVISORY BOARDS AND COMMISSIONS .....	57
---	----

CITY-COUNTY ORGANIZATIONS .....	60
---------------------------------	----

REGULATORY BOARDS .....	61
-------------------------	----

INDEPENDENT AUTHORITIES AND CORPORATIONS .....	64
---	----

SUPPORTED AGENCIES .....	66
--------------------------	----

*Welcome to...*

# *Chattanooga, Tennessee!*

Fashioned from mountain ridges and forests, nurtured by the great Tennessee River, Chattanooga offers wonderful opportunities for visitor and resident alike.

Chattanooga—the 4th largest city in the state—is located in Southeast Tennessee near the border of Georgia at the junction of four interstate highways. The city has received national recognition for the renaissance of its beautiful downtown and redevelopment of its riverfront. The city boasts the most productive affordable housing program in the nation, and is notable for leveraging development funds through effective public/private partnerships, with significant civic involvement on the part of private foundations. Chattanooga was one of the first U.S. cities to effectively use a citizen visioning process to set specific long-range goals to enrich the lives of residents and visitors.

The Chattanooga Convention and Trade Center, which is due for a major expansion in the year 2000, is solidly booked by groups who return to the city year after year for a good time at a great facility. Public entities and private citizens worked together to build the 20,000 seat Max Finley Stadium completed in 1998. The city and county have developed an extensive greenway system which includes five miles of constructed riverwalk beginning downtown and meandering through the historic art district and several parks. The city supports a downtown shuttle fleet of zero-emission electric buses—manufactured here in Chattanooga—for commuters and visitors wishing to park-and-ride.

Attractions such as the Tennessee Aquarium, Lookout Mountain, Civil War battle-field sites, the African American Museum, and the Appalachian Trail bring thousands of people to the area, as do events like the Riverbend Festival, Bessie Smith Strut, Fall Color Cruise, the Creative Discovery Museum for children, and the Southern Writers Conference. Chattanooga is the home of NCAA Division I-AA national football championships and hosts the national softball championships every year.

People who love the out-of-doors use Chattanooga as a base for hang-gliding, bass fishing, mountain climbing and caving expeditions; the verdant Smoky Mountains and Tennessee River watershed support the greatest variety of flora of any area in the United States.

The local economy includes a diversified mix of manufacturing and service industries, four colleges, and several preparatory schools known throughout the South. “Sustainability” is a key concept for industry and government working together for enlightened development.

With its scenic beauty, stable population and economy, civic vitality and cross-sector partnerships, fiscal integrity, and strategic location, Chattanooga enters the 21st century as one of the most progressive and livable mid-size cities in the US. In this decade the city has won three national awards for outstanding “livability”, and nine Gunther Blue Ribbon Awards for excellence in housing and consolidated planning.

## In this Section

---

- Biographies for...
  - The Mayor
  - City Council
  - City Judge
  - Charter Officers





**MAYOR JON KINSEY**

Jon Kinsey, in his first attempt to hold public office, was elected Mayor of Chattanooga in March 1997, running on the promise to bring a business approach to the management of city government. He received 54% of the vote in a five-person race.

Prior to election, Mr. Kinsey enjoyed a successful career in real estate development, primarily in Chattanooga and the Southeast. He and his firm were instrumental in the revitalization of downtown Chattanooga with the development of the Riversett

Apartments, Big River Grille and Brewing Works, the Bijou Theatre for Carmike Cinemas and the renovation of Chattanooga's premiere golf course community, Council Fire.

He currently serves on the boards of the Tennessee Aquarium and RiverValley Partners—a public/private enterprise whose primary mission is to promote economic development and sustainable growth in Chattanooga—Chattanooga Neighborhood Enterprise, the Regional Planning Commission and the Sports Committee, among others.

Mr. Kinsey has been active in community affairs much of his life. In 1978 he managed the public campaign for elected—rather than appointed—school board members. He served as co-chair of the 1994 Legislative Weekend, which showcased the Chattanooga community for members of the Tennessee General Assembly.

Mr. Kinsey was Chairman of the Chattanooga Convention and Visitors Bureau for two years, and has served on the boards of the Chattanooga Chamber of Commerce, the Siskin Foundation, the Chamber Foundation, the Tennessee Aquarium, and the Tourist Development Agency.

Mr. Kinsey attended Boston University and the University of Tennessee at Chattanooga. He has lived in Chattanooga since 1965, is married to Candy and has three children.





## **JOHN LIVELY, CHAIRMAN, DISTRICT 1**

Mr. Lively had never been involved in politics before friends talked him into running in 1990.

He describes his job as the current Chairman as an honor from a City Council that is “the best we’ve ever had in terms of our ability to work together.” He says that it is “more difficult to govern...to get things done...than most people realize.” His special interest is cutting waste from city’s budget.

Lively worked in sales and marketing for General Mills for 20 years and is still active in the business world selling commercial waste removal services to contractors and others. He attended Central High and

UTC, and put in 35 years of active service in the National Guard. Lively was a football official with the Tennessee Secondary School Athletic Association for 20 years spending many Friday nights refereeing games around the region. Lively is Deacon of Lookout Valley Baptist Church, a choir member and Sunday school teacher. Lively and his wife Margie Bryan, have been married for 35 years and have three daughters.

Represents citizens in areas: Mountain Creek, Northwoods North, Valley View East, Wauhatchie  
Phone: 825-1218

Address: 263 Garden Road, Chattanooga, TN 37419



## **MAI BELL HURLEY, DISTRICT 2**

Ms. Hurley was first elected to Council in 1990. She graduated Phi Beta Kappa from University of North Carolina at Chapel Hill. She spent her early years as a reporter for the Chattanooga News Free Press. Ms. Hurley has been active all of her adult life as a civic volunteer and fundraiser in fields of social welfare, the arts and community development. She is past president of several state and national organizations and currently presides over Allied Arts of Chattanooga, the Council on Accreditation, and the Hamilton County Children’s Service Committee. Ms. Hurley is a member of eight other public, private or non-profit boards at present. Ms. Hurley is described

as a “professional volunteer...she’s worked as hard as any CEO of any Fortune 500 company, but never a day for pay.” She is married to B.T. Hurley and has two children and two grandchildren.

Represents citizens in areas: Lupton City, North Chattanooga, Northgate, Northwoods South, Riverview, and Stuart Heights  
Phone: Home 266-0224



Address: 1068 Constitution Dr. – Chattanooga, TN 37405

### **DAVID CROCKETT, DISTRICT 3**

Following a 20-year career with IBM, Mr. Crockett was elected to the City Council in 1990. In 1997 he became president of the Chattanooga Institute for Sustainable Development that develops models of sustainability in industry, institutions and land use. He has traveled the US and world as a keynote speaker on environmentally sound community development and has served on five national boards including the Climate Institute and the National Council on Environmental Policy and Technology. An avid outdoorsman and sportsman, Crockett chaired the 1995 Outdoor Writers of

America national conference held here.

He graduated from University of Alabama and served as an Army officer. He is married to Sue Galloway of Birmingham, Alabama, and they have four children.

Represents citizens in areas: Dupont, Hixson 1, Hixson 2, Kingsport, Lake Hills, Murray Hills  
Phone: Home 842-7464

Address: 6315 Ridge Lake Rd. – Hixson, TN 37343



### **DON EAVES, DISTRICT 4**

Mr. Eaves was elected to the City Council in 1990 and is now in his 3rd term. Eaves is a Chattanooga native and a graduate of Tyner High School. After business school and serving 3 years in the Korean conflict, he went to work as a regional sales manager for an electrical supplier in 1978. He started his own electrical supply company here where he was both manufacturer's representative and jobber until his retirement in 1984. His district includes East Brainerd, the most rapidly growing part of town. His chief interests are to find 500 acres for a new landfill to handle Chattanooga's daily 2,000 tons of waste on a

long-term basis, and to track the progress of the \$40 million EPA-mandated combined sewer overflow project now almost complete.

Eaves is married to Harriett Ann and has four daughters, but he leaves everything behind once a year to navigate southeastern rivers on his pontoon boat.

Represents citizens in areas: Concord 1, Concord 2, East Brainerd, Tyner

Phone: Home 892-2359

Address: 8510 Chambers Rd. – Chattanooga, TN 37421



### **JOHN P. FRANKLIN, JR., DISTRICT 5**

John Franklin—better known as Duke—is the newest Council member elected in 1998. He graduated from Brainerd High where he excelled in football and track. He received a business degree from Hampton University. Duke is a third-generation director of Franklin-Strickland Funeral Home, and past president of the Tennessee Funeral Director's Association. He has served on numerous boards including Partners for Academic Excellence, Chamber of Commerce, Jewish Community Center, and Zoning Board of Appeals for Variance and Special Permits.

The Councilman is interested in improving the climate for new and existing business and upgrading property values in his district. Duke is an avid golfer.

Represents citizens in areas: Airport, Bonny Oaks, Dalewood, Eastdale, Woodmore

Phone: Home 622-6484

Address: 2233 Nimitz St. - Chattanooga, TN 37406



### **MARTI RUTHERFORD, DISTRICT 6**

Marti Rutherford owned and operated Apollo Travel Agency from 1980 until she sold the company in 1998. She has been active in the Republican Party—on state and local levels—most of her life.

She was elected to City Council in 1993 and has been an officer or board member of a number of civic organizations focused on mental health, race relations, the arts, the disadvantaged, and children. For the past 6 years she has worked to revitalize the aging Eastgate Mall and convert it to a town center in the heart of her district; her number one concern is neighborhood revitalization.

A native Chattanooga, Ms. Rutherford graduated from GPS and University of Chattanooga and is a member of First Presbyterian Church. She is involved in restoration of her 70-year-old home and gardens, and fund-raising for GPS.

Represents citizens in areas: Brainerd, Brainerd Hills, Cedar Hill, Eastgate, Missionary Ridge North, Missionary Ridge South, Ridgedale, Sunnyside

Phone: Home 629-0501

Address: 308 Hemphill Ave. - Chattanooga, TN 37411



### **JOHN R. TAYLOR, SR., DISTRICT 7**

Mr. Taylor was elected to the City Council in 1997. He is president of Taylor Funeral Home, a family owned business established in 1989 employing 20 people. He is president of the Scales Funeral Home in Nashville. He graduated from Brainerd High and Southwestern Christian College in Tiarell, Texas, and went on to get a degree in Mortuary Science.

His district is 50% black and 50% white; some constituents live in poverty and others are wealthy. He is interested in empowering underdeveloped neighborhoods by bringing more people into the governmental process... "for the people and by the people".

Taylor loves to travel (but hates to fly) and in Spring 1999 journeyed to Johannesburg, South Africa as an embalming consultant.

He is married to Anita, a native of Indianapolis. They have two sons and are active members of the Avondale Church of Christ where John is educational director.

Represents citizens in areas: Alton Park, East Lake, Howard, Moccasin Bend, Piney Woods, St. Elmo

Phone: Home 821-2715

Address: 4611 Tennessee Ave. – Chattanooga, TN 37409



### **LEAMON PIERCE, DISTRICT 8**

Mr. Pierce and his wife Sue have one child and have lived in Park City all their lives. He has operated his own business, Liberty Bonding Company and Lesser Properties, since 1974. He was elected to City Council in 1990.

Pierce's career history includes five years as a linesman with TVA and six years with the Electric Power Board where he became the company's first Black linesman. He has been an activist for equal opportunity through many years of service with NAACP, the Action Coordinating Council, Operation PUSH and the Unity Group.

Represents citizens in areas: Avondale, Bushtown, City Hall, Clifton Hills, Courthouse, Downtown

Phone: Home 624-0118

Address: 2710 Cannon Ave. – Chattanooga, TN 37404



#### **YUSUF HAKEEM, VICE CHAIRMAN, DISTRICT 9**

Yusef Abdul Hakeem retired from the General Electric Corporation after 25 years of service, and was one of the pioneers who started the Islamic Center in Chattanooga. He served on the Board of Education for 10 years, and on many other local boards—both past and present—including Chattanooga Neighborhood Enterprise, the Regional History Museum and the Bethlehem Center and Credit Union.

Hakeem has been very active in the Tennessee Municipal League and is currently on the Board of Directors; he chaired the League's Telecommunications Committee in 1996.

Hakeem is serving his 3rd term on the Council. He is a graduate of Howard High School and Chattanooga State. He and his wife Beseemah have four children—all are college graduates.

Represents citizens in areas: Amnicola, East Chattanooga, East Side, Glenwood, Highland Park

Phone: Home 624-0118

Address: 504 Kilmer St. - Chattanooga, TN 37404

*City Judge*



#### **JUDGE WALTER F. WILLIAMS, CITY COURT**

Judge Williams is a Magna Cum Laude graduate of Morehouse College where he was elected to Phi Beta Kappa for outstanding academic performance. He graduated with honors from Howard University School of Law.

Williams practiced law with the Internal Revenue Service in Atlanta, Georgia, prior to entering private practice in 1980 when he became a partner in the firm of McClarty & Williams in Chattanooga. He also taught for eight years as a full-time Assistant Professor of Marketing & Business Law at UTC. He was elected for an 8 year term of the City Court in an at-large

election in 1991 and reelected for 8 years in 1999. He serves as Chairman of the Board of the Westside Community Development Corporation, established to revitalize his old childhood neighborhood and provide services to residents in the area. He also served a number of years as Chairman and member of the Board of Trustees of the Hamilton County Governmental Law Library and on several other boards of directors.

Judge Williams is a member of numerous professional and fraternal organizations. He is married to Gwendolyn and they have two daughters. They are members of First Baptist Church. 757-5148

## *Charter Officers*

---



**RANDALL L. NELSON, CITY ATTORNEY**

Randy Nelson was born in Omaha, Nebraska, graduated from the University of Colorado, and received his law degree in 1968 from the University of Tennessee. He was appointed the City Attorney in 1990 after 22 years of association with the Office of the City Attorney. Nelson was the primary lawyer in several major annexations and has helped keep the office in the forefront of computerized legal research since technology first became available. "Expanded computerization means we can do a faster and more thorough job of helping the Council and the Mayor

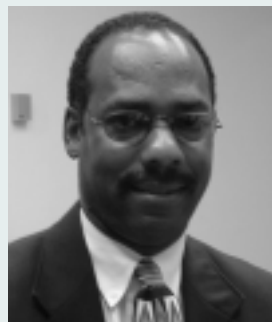
accomplish what they want to do for the City."

He spent a number of years coaching Little League baseball in Middle Valley and he and his wife Carolyn are regulars at UT games. They are members of Hisxson Presbyterian Church where Randy has been a deacon and an elder. They have two sons, one of whom is an oil exploration engineer in Alaska. 757-5338



**JAMES S. BONEY, CHIEF FINANCIAL OFFICER**

Jim Boney was appointed City Finance Officer in 1992 and has been re-appointed twice. Prior to his appointment, Boney served 26 years with the United States Air Force, retiring as a Colonel to accept this position. Under his leadership, the City of Chattanooga has been recognized for excellence in financial reporting, and has achieved an upgraded credit rating from the major rating agencies. Boney serves on numerous civic boards in the community and is a trustee of the Chattanooga-Hamilton County Hospital Authority (the Erlanger Health System). He and his wife of 30 years, Dianne, have three children. 757-5234



**RICHARD DYER, CLERK OF CITY COURT**

Dyer was raised in Des Moines, Iowa and received his Bachelor of Arts degree from Columbia University. He received his law degree—in 2 years—from the University of Iowa. He spent several years as a trust examiner with the Iowa State Department of Banking and with FDIC. When Rick and his wife Inza, an Alabamian, decided to move south in 1988, Dyer joined a private banking firm. He went to work for the city in 1992 and in 1994 was appointed Clerk. "We want to make this office the most efficient in the U.S.," says Dyer, a fast-mover who coaches

basketball and baseball at the North River YMCA. The Dyers are members of St. Peter and Paul Catholic Church; they have three sons. 757-5141



**CAROL O'NEAL, CLERK OF THE COUNCIL**

Ms. O'Neal graduated from Howard High and received her Bachelor of Science degree from Tennessee State University. She joined the city in 1972 as assistant to the Commissioner of Education and Health. In 1990, the Council appointed her Clerk of the Council. She has received advanced training and is certified by the Tennessee Association of Municipal Clerks and Record-ers, and the International Institute of Municipal Clerks. O'Neal is active in the National Coalition of 100 Black Women and Delta Sigma Theta Sorority, both service organizations providing college scholarships and other

hands-on help across the community. Carol lives a creative life—crafting, decorating and coordinating weddings in her “spare” time. She has been married to Ronald for 27 years and has two children. 757-5196



**RANDY BURNS, MANAGEMENT ANALYST FOR THE COUNCIL**

Burns grew up in the Hixson area, graduated from the University of North Alabama in 1982, and received his Master of Accountancy degree from UTC in 1994. In between, he lived for a number of years in Alabama and North Carolina. Before taking the position with the city, Burns worked as an analyst at BlueCross, Provident and UTC. He is married to Donna and has two daughters. They are active in the Rivermont Presbyterian Church. 757-5196



**JIMMIE L. DOTSON, CHIEF OF POLICE**

Mayor Jon Kinsey appointed Jimmie L. Dotson as Chief of Police for the City of Chattanooga in 1997. Prior to his appointment, he retired as Executive Administration Coordinator and Assistant Chief of Police for the Houston Police Department, Houston, Texas.

Dotson received his Bachelor of Science degree in Criminal Justice from the University of Houston in 1978 and his Masters of Arts degree from Houston Baptist University in 1994. In addition, he is a graduate of Governmental Programs for Senior Executives in State

## *Charter Officers*

---

and Local Agencies at Harvard University's John F. Kennedy School of Government.

Dotson is a member of several professional organizations including the Tennessee Association of Chiefs of Police, the National Organization of Black Law Enforcement Executives, the International Association of Chiefs of Police and the Police Executive Research Forum, First Things First and serves on the Board of Directors for the Boy Scouts of America, the Moccasin Bend Girl Scout Council, and the United Way of Chattanooga. He also serves on the Board of Directors of the Chattanooga Area Urban League. Dotson is a veteran of Viet Nam. He is a member of New Covenant Fellowship Church. His hobbies include physical exercise, volunteering and gospel music. 698-9744



### **JIM COPPINGER, FIRE CHIEF**

Jim Coppinger graduated from Hixson High and attended UTC. He joined the Fire Department in 1977 and has been promoted through the ranks of Private, Lieutenant/Driver, Captain, and Fire Marshall. His assignments included Safety Officer, Public Information Officer, Fire Inspector, Fire Investigator, Water Supply Officer, and Communication Officer. He has also been assigned to Personnel, Training and Employee Benefits.

Coppinger serves on the Local Emergency Planning Committee (LEPC), and on the community advisory panels for W.R. Grace and BASF. He holds a number of professional memberships; his civic memberships include the Tennessee Safety Health Council and Chattanooga Area Safe Kids Coalition. Throughout his career Coppinger has been involved in public awareness and education programs on fire safety. He believes in a strong work ethic, good communication, teamwork, and individual empowerment. Coppinger is single and has no children. On the rare occasions when he takes a work break, he golfs and walks. 697-1455



## In this Section

---

- Numbers to Remember
- Helpful City Government Numbers
- Helpful Non-City Government Numbers



## *Numbers to Remember*

---

For Emergency

Police, Fire or Medical Help ..... 911

Chattanooga-Hamilton County Emergency Services ..... 209-6900

Disaster Relief—American Red Cross ..... 265-3455

Need a government phone number or address?

US Government Information ..... 1-800-688-9889

TDD ..... 1-800-366-2996

Have a problem with a neighborhood service?

Department of Neighborhood Services ..... 757-5277

City-Wide Services ..... 757-5180

City of Chattanooga Web page (and e-mail addresses)

[www.chattanooga.gov](http://www.chattanooga.gov)

City of Chattanooga address ..... 101 E. 11th Street, 37402

Information and Referral

For any personal problem “First Call For Help” ..... 265-8000

Housing Info Line ..... 267-5223

[www.housinginfo.com](http://www.housinginfo.com)

Chattanooga-Hamilton County Bicentennial Library ..... 757-5310

[www.lib.chattanooga.gov](http://www.lib.chattanooga.gov)

Parks, Recreation, Arts and Culture ..... 757-PLAY (7529)

<http://www.chattanooga.gov/cpr>

Chattanooga Chamber of Commerce ..... 756-2121

[www.chattanooga-chamber.com](http://www.chattanooga-chamber.com)

### MEDICAL ASSISTANCE

Emergency Ambulance Service, County-wide Rescue Service ..... 911

Poison Information

Poison Control Center ..... 1-800-288-9999

Animal Bite

Rabies Control ..... 622-8913

Animal Care and Control ..... 622-8913

AIDS

Testing & Counseling ..... 209-8250

Hotline ..... 267-2437

Crisis Counseling

CONTACT ..... 266-8228

Fortwood Center ..... 622-7182 or 266-6751

Drug or Alcohol Abuse	
Tennessee Alcohol & Drug Association .....	1-800-889-9289
CADAS, 207 Spears Avenue .....	756-7644
To protect your child from measles, polio, smallpox and other diseases	
Hamilton County Public Health Immunization Outreach .....	209-8190
Info & Referral	
Hamilton County Health Department .....	209-6010

## HOSPITAL NEAREST YOU

Columbia Parkridge Medical Center	
2333 McCallie Avenue.....	698-6061
Columbia East Ridge 941 Spring Creek Rd. ....	894-7870
Columbia Valley 2200 Morris Hill Rd. ....	894-4220
Erlanger Medical Center 975 East 3rd Street .....	778-7000
Erlanger North 632 Morrison Springs Rd. ....	778-3300
Erlanger East 1755 Gunbarrel Rd. ....	778-8400
Memorial Hospital 2525 de Sales Avenue .....	495-2525
Memorial North Park Hospital	
2015 Hamill Road at Highway 153 .....	870-6100
Siskin Hospital for Physical Rehabilitation	
One Siskin Plaza .....	634-1200
Vencor Hospital 709 Walnut St. ....	266-7721

## CRIME VICTIM?

Victim of a crime?	
For Chattanooga Police, Fire or Emergency Medical Assistance .....	Call 911
Crime Victim Compensation Fund .....	1-615-741-2734
Elderly/Disabled Crime or Abuse Victim .....	755-2870
Sexual Assault	
Rape Crisis Center .....	755-2706
Domestic Abuse	
Spouse Abuse Hotline & Family Violence Center .....	755-2700
Abused or Neglected Child	
Child Protective Services.....	266-0162
Missing or Runaway Child	
Missing Persons Bureau .....	698-9576
Court Case Information	
City Court .....	757-5141
Sessions Court .....	209-7630
Criminal Court .....	209-7500
Juvenile Court .....	493-9263

In this Section

- Need Food, Shelter or Utility Help?
- Need A Job?
- Money Problems?
- Treated Unfairly?
- Housing Questions?

NEED FOOD, SHELTER OR UTILITY HELP?

Emergency Shelters	
Family Emergency Shelter.....	755-2895
Interfaith Hospitality Network .....	756-3891
Food, Rental and Utility Assistance	
First Call for Help .....	265-8000
Homeless Health Care Center .....	265-5708
Chattanooga Human Services Department	
501 W 12th Street .....	757-5541
Chattanooga Food Bank .....	622-1800
Chattanooga Housing Authority.....	752-4893
Community Kitchen .....	756-4222
Hamilton County Human Services.....	209-6833
Housing Info Line .....	267-5223
Inner-City Ministries .....	698-3178
Ladies of Charity .....	698-2606
Northside Neighborhood House.....	267-2217
Metropolitan Ministries .....	266-1408
The Salvation Army .....	756-1023

NEED A JOB?

Employment Services	
Career Center—One Stop Shop .....	894-5354
Private Industry Council.....	757-5013
Tennessee Department of Employment .....	634-3046
Tri-State Disability Resource Center .....	892-4774

TREATED UNFAIRLY?

Treated unfairly because of race, color, age, sex, religion, national origin or disability?	
Chattanooga Human Rights and Human Relations Commission .....	
Relations Commission .....	757-4810

Employer Discrimination	
Tennessee Human Rights Commission .....	634-6837
Discrimination by Labor Organization	
US Department of Labor Wage and Hour Division .....	752-5124
Housing Discrimination	
SE Tennessee Legal Services .....	756-4013
Complaint About a Store or Business	
Better Business Bureau .....	266-6144
Tennessee Division of Consumer Affairs .....	1-800-342-8385
Telephone Solicitation Problems?	
Consumer Affairs Division .....	1-800-342-8385
Need an Attorney?	
Lawyer's Referral Service .....	266-5950
SE Tennessee Legal Services .....	756-4013
Insurance Complaints	
Tennessee Department of Commerce & Insurance .....	615-741-2241
Complaints Against Loan & Mortgage Companies	
Tennessee Department of Financial Institutions .....	615-741-2236

## In this Section

- Something Wrong In Your Neighborhood?
- In Trouble or Need Advice?

## SOMETHING WRONG IN YOUR NEIGHBORHOOD?

Fire Emergency .....	911
Medical Emergency .....	911
To Report a Crime in Progress .....	911
Chattanooga Police Department .....	698-2525
Electrical trouble inside your house .....	Call a professional electrician
Electricity out or power line down	
Electric Power Board .....	756-2706
Water Supply Problems—No water, broken line or damaged hydrant	
Tennessee-American Water Company .....	755-7600
Hixson Utility District .....	877-3513
Eastside Utility District .....	892-2890
Water Quality Problems—Tastes or smells bad, looks odd	
Water Pollution Control .....	634-5745

Sewer Troubles	
Sanitary Sewer Maintenance .....	757-5026
Septic Tank Pollution .....	209-8110
Street or Drainage Problems	
City-Wide Services .....	757-0039
Broken Gas Main	
Chattanooga Gas Company .....	1-800-427-5463
Telephone Lines	
BellSouth .....	Home: 557-6111
	Business: 557-6123
Rats/Vermin	
Environmental Health .....	209-8110
Garbage, Recycling or Yard Waste Collection	
Brush/Trash Collection .....	757-5091
Garbage/Recycle Collection .....	757-5092
Recycle Center .....	697-1408
Furniture & Appliance Collection .....	757-5300
Drug Dealing/Prostitution .....	Call your Neighborhood Association
Chattanooga Police .....	493-2878
Household Hazardous Waste Disposal .....	757-5026
Illegal Garbage Dumping	
Public Works Hotline .....	757-5300
Tree Limbs on Power Lines .....	756-2706
Drainage or Flooding Problem, Pothole, Dangerous Sidewalk, Broken Curb or Gutter, Ditch/Creek Maintenance, Right-of-Way Cutting	
Public Works Action Line .....	757-5300
Sloppy Neighbors	
Codes and Community Services .....	757-5204
Stop Sign, Traffic Light	
Traffic Engineering .....	757-5355
Street Light Out	
Electric Power Board .....	756-2706
Neighborhood Cleanups, Beautification, Tree Planting	
Scenic Cities Beautiful .....	757-0061
Chattanooga Tree Commission .....	697-1315
Urban Forester .....	697-1315
Adopt-A-Road .....	855-6110
Youth Gangs	
Chattanooga Police—Gang Division .....	698-2525

Safety and health violations at homes or other buildings	
Codes and Community Services .....	757-5204
Hamilton County Environmental Health Department .....	209-8110
Abandoned Buildings or Cars	
Codes and Community Services .....	757-5204
Stray, Injured or Dead Animals	
Humane Society 212 N Highland Park Ave. ....	622-8913
Emergency Animal Hospital—24 hours	
2612 Amnicola Highway .....	698-4612
Cruelty to Animals	
Humane Society .....	622-8913
Litter on Street or Sidewalk/Street Sweeping	
City-Wide Services .....	757-5300
Weed Control	
Codes and Community Services .....	757-5204
Neighborhood Concerns: Start a neighborhood organization, obtain a Mayor's Matching Grant, community-building assistance.	
Neighborhood Services .....	757-5277
Chattanooga Neighborhood Enterprise .....	756-6201
Community Impact Fund.....	756-0767
Community Development Office .....	757-5133
Dispute Between Neighbors	
Mediation Services—Better Business Bureau .....	266-6144

## NEED FINANCIAL, HOUSING OR LEGAL ADVICE?

Homebuying Counseling	
Chattanooga Neighborhood Enterprise .....	756-6201
Housing Info Line .....	267-5223
Information and Referral for housing problems and questions	
Housing Info Line .....	267-5223
Fair Housing.....	757-4855
Home Repairs/Homebuying	
Chattanooga Neighborhood Enterprise .....	756-6201
Emergency Housing .....	755-2895
Public housing and Section 8 Department	
Chattanooga Housing Authority .....	752-4893
Debt & Budget problems	
Consumer Credit Counseling Service .....	490-5620
Small Claims Court (under \$15,000)	
General Sessions .....	209-7600

Legal Advice	
Lawyer Referral Service .....	266-5950
SE Tennessee Legal Services .....	756-4013
Legal Hotline for Elderly .....	756-0128
Tennessee Trial Lawyer's Association .....	1-888-329-3999

## In this Section

- Children and Youth
- Senior Citizens
- People with Disabilities
- The Environment
- Recreation and Entertainment

## CHILDREN & YOUTH

Infant to Toddler Intervention/Education	
Tennessee's Early Intervention/Assessment System .....	755-4779
Tennessee Infant/Parent Service (Parent education—infant to toddler with disabilities) .....	634-3010
Immunizations .....	209-8190
Child Care for Low-Income Families and At-Risk Children .....	757-5018
Abused or Neglected Child	
Chattanooga Police Department .....	266-0162
Child Support	
Circuit Court Clerk's Office—Courthouse .....	209-6707
Children's Dental Services	
Main Health Center Dental Services .....	209-8100
General Information about Children's Services	
Tennessee Department of Children's Services .....	1-615-962-1150
Family & Children's Services .....	755-2822
Child Health Services .....	209-8050
Pre Natal Care	
Eastside Health Center .....	493-9234
Planned Parenthood .....	267-7923 or 1-800-488-5693
Pregnancy Prevention .....	209-8140
Forgotten Child Fund .....	267-1887
City Youth Associations	
Dixie Youth Association—Jerry Marshall .....	267-7957
Dupont/Rivermont —Donny Davidson .....	843-4931



East Brainerd—Jerry Herrod .....	855-2983
Hixson —Lee Butler .....	877-2947
Lakeside/Hillcrest .....	892-9475
South Chattanooga—Kenneth Simpson .....	624-7361
Tyner—Danny Willman .....	892-2799

## SENIOR CITIZENS

General Information	
Elder Services .....	755-2870
Meals on Wheels .....	755-6108
Recreation Programs for Seniors .....	757-PLAY (7529)
Eastgate .....	855-9444
Senior Centers	
1000 Newby Street .....	755-6100
957 Boynton Drive .....	755-6130
2505 S Market Street .....	755-6136
Homemaking Services .....	755-2839
Transportation Assistance	
CARTA's Care-A-Van Service .....	698-9038
Interfaith Elderly Assistance .....	265-2397
Hot/Cold Weather Assistance	
Chattanooga Human Services .....	757-5544
Home Repairs	
Chattanooga Neighborhood Enterprise .....	756-6201
Tax Relief for Seniors .....	757-5191
Subsidized Housing	
Housing Info Line .....	267-5223
Legal Advice/Abuse/Exploitation	
Senior Hotline .....	756-0128
Adult Protective Services .....	757-5541
Nursing Home Locator Service	
Family & Children's Services .....	755-2822

## PEOPLE WITH DISABILITIES

Information and Referral/Independent Living	
Tri State Disability Resource Center .....	892-4774
Sports/Fitness	
Parks, Recreation, Arts and Culture .....	697-1320 or 697-1308
Transportation	
CARTA Van Service .....	698-9038
TDD .....	698-8418

Handicapped Parking Stickers .....	209-6525
Electric Power Board	
Hearing Impaired Service: TDD only .....	757-1490
Section 8 Rental Voucher	
Chattanooga Housing Authority .....	752-4893
Vocational Rehabilitation	
Tennessee Human Services Department .....	634-6700
Cold Weather Assistance .....	757-5544
Social Security	
Information .....	1-800-772-1213
TDD .....	1-800-325-0778
Eastgate Center .....	899-0649
TDD Hearing Impaired Office, 5700 Building-Eastgate .....	954-9364
Blind Services	
Tennessee Human Services Department .....	634-6729
Vital Center .....	624-0025
Deaf Services	
Tennessee Division of Rehabilitation .....	634-6710
TDD .....	634-6874
Mental Illness—Social & Support Services	
Fortwood .....	266-6751
AIM Center .....	624-4800
Johnson Mental Health Center .....	870-9033
Contact for Special Olympics & Mental Retardation Services	
Orange Grove Center .....	629-1451
Talking Books Library	
Chattanooga-Hamilton Bicentennial Library .....	757-5310
TDD Hearing Impaired .....	757-5053

THE ENVIRONMENT

Tree Planting Advice—Best Species .....	697-1315
<a href="http://www.chattanooga.gov/urbanforestry">http://www.chattanooga.gov/urbanforestry</a>	
Pollution Complaints	
Air Pollution Complaints .....	634-5745
Polluting Storm Drains, Ditches, River or Creeks .....	634-5745 or
	757-0039
Uncontrolled Erosion or Pumping Muddy Water	
into Creeks, Storm Drains .....	757-0039

Illegal Dumping	
Garbage .....	757-5204
Hazardous Waste .....	634-5745
Tires .....	757-5300
Community Clean-up	
Scenic Cities Beautiful .....	757-0061
Sparkle Wagon .....	757-5091

## RECREATION, ENTERTAINMENT, CULTURE & HISTORY

Allied Arts Information.....	756-2787
Convention & Visitors Bureau .....	756-0001
African American Museum .....	266-8658
Boat Registration .....	209-6500
Challenger Center.....	755-4126
Chattanooga Department of Parks, Recreation, Arts and Culture .....	757-PLAY (7529)
City Parks information .....	697-1310
Sports programs .....	697-1308
City Recreation Centers & Playgrounds .....	697-1309 or 697-1316
Public Golf Courses .....	757-PAR4 (7274)
Outventure (canoeing, backpacking, repelling, rock climbing, rafting) .....	842-6629
City Arts & Music Classes .....	697-1325
Coolidge Park .....	757-2143
Creative Discovery Museum .....	756-2738
Engel Stadium - Chattanooga Lookouts .....	267-2208
Finley Stadium.....	266-4041
Friends of Riverbend Festival .....	756-2212
Greenways/Hiking Trails.....	697-1310 or 842-6629
Hamilton County Parks.....	842-0177
Hunter Art Museum .....	267-0968
I-Max Theater .....	266-4629
Reflection Riding.....	821-9582
Regional History Museum .....	265-3247
Tennessee State Parks .....	1-800-421-6683
Tennessee Riverpark .....	493-9244
Tennessee Wildlife Center .....	821-1160
Ticket Information— local & national .....	800-730-7373 or 800-962-2985
Waterfront Parks .....	493-9244 or 1-800-421-6683

- Helpful City Government Numbers
- Helpful Non-City Government Numbers
- State and Federal Officials
- Election Information

*Helpful City Government Telephone Numbers*

---

If you have a problem with a city service, call City-Wide Services at 757-5180 or the Neighborhood Services Department at 757-5277.

The various licenses and permits issued by the city are listed in this section under “Permits”; licenses for construction trades are listed under “Boards”.

EMERGENCY—Police, Fire, Medical ..... Call 911

A

---

Abandoned Automobile .....	757-5204
Abandoned Building .....	757-5204
Accident Reports (Police Records) .....	698-9527
Accounts Payable .....	757-5230
ADA complaints .....	757-5277
Adjustments—sewer rates .....	757-5026
Ad Valorem (Property) Tax .....	757-5191
Aerobics Classes .....	697-9720
Air Pollution .....	634-5745 or 867-4321
Airport Authority .....	855-2200
Alley uses—complaints .....	757-5450
Animal Bites, Tags .....	624-5302
Appliance Collection .....	757-5300
Art Camp .....	697-1325
Art Classes & Center .....	697-1325
Auctions: City/Police Property .....	757-5189
Auditorium Box office .....	757-5042
Auditorium Rental .....	757-5156
Auto Theft .....	698-9548

B

---

Back Taxes .....	757-5281
Ballfields .....	697-9726
Beer Inspector .....	698-9793
Bid Information .....	757-5184
Board of Construction Appeals .....	757-5105

Board of Electrical Examiners .....	855-9414
Board of Gas Examiners.....	757-5105
Board of Mechanical Examiners.....	757-5105
Board of Plumbing Examiners .....	757-5105
Board of Zoning Appeals .....	757-5105
Brainerd Golf Course.....	855-2692
Bridges.....	757-5123
Brown Acres Golf Course .....	855-2680
Brush Removal .....	757-5091
Building Inspection/Permits .....	757-5105
Building Inspections/Plan review .....	757-5105
Building & Grounds Maintenance .....	757-5285
Burglary .....	698-9604
Business License & Tax .....	757-5195

<u>C</u>	
Chattanooga Housing Authority .....	752-4893
Child Services—Day Care Referral	
Counselor .....	757-5018
Payments .....	757-5306
Center .....	757-0950
In-home .....	757-0952
City Attorney.....	757-5338
City Auditor .....	757-5260
City Council Office .....	757-5196
City Court Clerk .....	757-5141
City Court Judge .....	757-5148
City-Wide Services .....	757-5300
City Park Reservations .....	697-9710
City Stickers .....	757-5191
Code Enforcement	
Construction .....	757-5105
Housing/Neighborhood .....	757-5204
Codes and Community Services Commission .....	757-5204
Cold Weather Emergency Help .....	757-5544
Community Centers/Senior Citizens .....	757-PLAY (7529)
Community Development Office .....	757-5133
Community Policing Coordinator .....	698-9791
Community Theater .....	757-5042
Conflict Resolution .....	757-5277
Construction Permits .....	757-5105
Contracts Management .....	757-2070
Convention & Trade Center .....	756-0001

Coolidge Park .....	757-2143
Credit Union .....	757-5210
Cultural Arts .....	697-1325

## D

Data Processing .....	757-5082
Day Camps .....	697-1309
Day Care Referral Services .....	757-0950
Dead Animal Pick-up .....	757-5180
Disability Sports & Fitness .....	697-1320
Ditch Cleaning .....	757-3303
Dog/Cat Licenses .....	622-8913
Dog—Stray or Injured .....	622-8913
Drainage Problem .....	757-0039
Driveway Pipe/Tiles .....	757-0039

## E

Easements .....	757-5386
Electrical Inspectors/Permits .....	757-5105
Electronics Shop .....	698-9703
EMERGENCY—Police, Fire, Medical .....	911
Emergency Assistance (food, shelter, etc.) .....	757-5541
Employment (City government) .....	757-5200
Employee Benefits (City Employees) .....	757-5325
Engineering .....	757-5117
Energy Assistance .....	757-5227, 757-5524
Equal Employment Opportunity (City employees) .....	757-5277
Erosion Control .....	757-0039

## F

Facilities for Rent	
Brainerd Golf Clubhouse .....	855-2692
Community Theater (seats about 1,000) .....	757-5156
Memorial Auditorium (seats 3,866) .....	757-5156
Parks and Picnic Shelters .....	697-9710
Coolidge Park Pavilion .....	757-2143
Tivoli Theater (seats 1,762) .....	757-5156
Warner Park Zoo .....	697-1322
Family Neighborhood Centers	
Harriet Tubman .....	697-1644
McCallie Homes .....	757-5268
Finance & Administration Department .....	757-5234
Finley Stadium .....	266-4041

Fire Administration .....	697-1417
Chief.....	697-1455
Fire Marshal .....	697-1448
Fire Prevention Bureau .....	697-1450
Non-emergency .....	266-2753
Investigation .....	697-1435
Research/planning .....	697-1415
Records .....	697-1416
Safety .....	697-1438
Training .....	697-1453
Water .....	697-1449
Supply .....	697-1489
Fitness/Wellness Programs .....	697-1320
Flood Zone Information & Complaints .....	757-0039
Maps.....	757-5124
Foreclosure Counseling.....	757-5540
Forester (Municipal) .....	697-9715
Foster Grandparent Program .....	757-5509
Franchise to use City Property .....	757-5123
Frost Stadium .....	624-6814

## G

Gang Prevention Office .....	698-9611
Garbage Collection .....	757-5092
Garbage Dumping – Illegal .....	757-5204
Gas Permits/inspection .....	757-5105
General Services Department.....	757-4926
Geographical Info System (GIS) .....	757-0555
Golf Courses .....	855-2692
Brainerd Golf Course.....	855-2692
Brown Acres.....	855-2680
Grants Coordinator .....	757-4903
Greenway Farm .....	842-9480
Greenways/Trails.....	265-5229
Brainerd Levee, Blue Blazes Trail, Old Wauhatchie Pike .....	267-5218
North Chickamauga Creek Greenway .....	842-6629
Tennessee Riverpark.....	493-9244

## H

Handicapped Parking Stickers .....	209-6525
HeadStart .....	493-9750
Avondale Center .....	493-9750
Bethlehem Center .....	757-0025

Children's Home/Chambliss Shelter .....	698-2456
Cedar Hill Center .....	867-3236
North Chattanooga.....	757-4745
Signal Center .....	624-9301
Daisy Center.....	842-9412
Summit Center .....	855-9402
Heating Assistance .....	757-5524
Historic Preservation .....	266-5948
Hit & Run .....	698-9589
Homebuying & Repair Programs .....	756-6201
Homeschool fitness program .....	697-1320
Household Hazardous Waste Disposal .....	698-9531
Housing Complaints (Substandard Structures) .....	757-5204
Housing Counseling .....	267-5223 or 757-5540
Human Rights and Human Relations Commission .....	757-4810
Humane Society .....	624-5302
Human Services Department .....	757-5551
<hr/>	
Illegal dumping.....	757-5204
IS/Technology Support .....	757-5082
<b>Inspections</b>	
Erosion .....	757-0039
Fire .....	697-1448
Building, Electrical, Gas, Mechanical, Plumbing .....	757-5105
Zoning, Demolition, House-Moving, Signs .....	757-5105
Taxi & Wrecker .....	698-9793
Buildings and Safety/Health .....	757-4204
<hr/>	
<b>J</b>	
Jobline .....	757-5455
Judge, City Court .....	757-5148
<hr/>	
<b>L</b>	
Landfill (City).....	344-9737
Landlord/Tenant Relations .....	757-5277
Leaf Collection .....	757-5091
<b>Libraries</b>	
Chattanooga-Hamilton County Bicentennial Library	
1001 Broad St. ....	757-5310
Eastgate Branch—5900 Building, 5705 Marlin Road .....	855-2689
Northgate Branch—5020 Hixson Pike .....	870-0635
Ooltewah/Collegedale Branch—9318 Apison Pike .....	396-9300
South Chattanooga Branch—925 W. 39th St. ....	825-7237



Licenses—See “Permits”. Construction Trades—see “Boards”.	
Litter on Street or Sidewalk .....	757-5204
Little League .....	697-1308

## M

Maps.....	757-5124
Mayor’s Office .....	757-5152
Memorial Auditorium .....	757-5156
Mechanical Inspections/Permits.....	757-5105
Missing Persons .....	698-2525
Moccasin Bend Waste Treatment Plant .....	757-5026
Mortgage Assistance.....	757-5540
Music Classes.....	825-6676

## N

Nature Programs .....	842-9480
Narcotics .....	493-BUST
Neighborhood Associations .....	757-5277, 756-6201
Neighborhood Services Department .....	757-5277
Noise Pollution .....	698-2525
Nutrition Sites .....	757-5544

## O

Oil Spills.....	757-0039
Ordinance Files.....	757-5196
Outdoor Adventure Programs.....	842-6629

## P

Parking Ticket.....	757-5144
Parks Information .....	697-1310
<i>(For complete list, see Parks &amp; Recreation Department.)</i>	

Parks, Recreation, Arts and Culture .....	757-5167
Paving.....	757-5032
Payroll .....	757-5239
Performance Venues.....	757-5042

## Permits

Adult Entertainment.....	757-5195
Beer & Liquor .....	757-5191
Building.....	757-5105
Burning .....	867-4321
Cellular Towers .....	757-5105
Construction Trade Licenses .....	757-5105
Demolition .....	757-5105
Electrical .....	757-5105
Fireworks .....	697-1448

Gas .....	757-5105
Going Out of Business .....	757-5564
House Moving .....	757-5105
Land Clearing (disturbing) .....	757-0039
Mechanical .....	757-5105
Mobile Home (replacement) .....	757-5105
Parade or Special Event .....	757-5005
Plumbing .....	757-5105
Right-of-Way .....	757-5123
Sidewalk Vendor .....	757-5195
Sign .....	757-5105
Street Closing (festivals, block parties, parades, walks, runs) ....	757-5005
Street Cuts .....	757-5032
Taxi .....	698-9793
Tree Cutting or Removal .....	697-1315
Wrecker .....	698-9793
Personnel Department .....	757-5200 (Jobsline 757-5455)
Planning Agency & Commission .....	757-5216
Planning Operations .....	209-6677
Plans Review .....	757-5105
Plat Information .....	757-4886
Playgrounds .....	757-PLAY
<i>(For complete list see Parks &amp; Recreation Department.)</i>	
Plumbing Permits/Inspection .....	757-5105
Police Chief .....	698-9662
Police Department	
Emergency .....	911
Information/Administration .....	698-9500
Non-Emergency .....	698-2525
Citizen Complaints—Internal Affairs .....	757-2015
Precinct Information	
College Hill Courts .....	757-0601
East Lake Courts .....	698-9598
Tubman Homes .....	493-2810
Pollution Complaints .....	757-0039
Asbestos, Odor, Air Emissions .....	867-4321
Water, Ditches, Rivers, Creeks, Storm Drains .....	757-0039
Oil spills/pollutant discharges (antifreeze, chemicals, pesticides) .....	757-0039
Leaking underground storage tank .....	757-0039
Population Data .....	757-5216
Potholes .....	757-5336

Power Outage .....	756-2706
Power Line Down .....	756-2706
Powerhouse Fitness Center .....	697-1320
Property Lines .....	757-5124
Property Tax (City Property Appraiser) .....	757-5191
Property Management (City owned) .....	757-4931
Public Works Department Administration .....	757-5110
Purchasing .....	757-5184

<b>R</b>	
Rabies Information .....	622-8913
Real Estate Services .....	757-4931
Recreation Centers and Playgrounds .....	757-PLAY
<i>(For complete list, see Parks &amp; Recreation Department)</i>	

Recreational Activities .....	757-PLAY
Recycling Center (Warner Park) .....	697-1408
Recycling Administration/Education .....	757-5464
Regional Planning Agency (RPA) .....	757-5216
Rental Assistance .....	757-5551
Rentwise! Handbook .....	757-5277
Rescue-Emergency .....	911
Reverse Mortgage Counseling .....	757-5540
Right of Way .....	757-5124
River Park Walk .....	493-9244
Roads .....	757-5182
Rodent Control .....	757-5204
Ross's Landing .....	757-4968

<b>S</b>	
Sanitary Sewer Complaints .....	757-5026
Scenic Cities Beautiful .....	757-0061
Senior Citizens Centers/Activities .....	757-7529
<i>(Also see section "Senior Citizens")</i>	

Sewer Bill Information .....	757-5026
Sewer (new) Payment Plan .....	757-5105
Sewer Connection/Complaints .....	757-5124
Sign Permits/Inspection .....	757-5105
Social Services .....	757-5544
Southside Development .....	757-2022
Sparkle Wagon .....	757-5182
Special Population Sports/Fitness .....	697-1320
Sports Programs, Leagues & Camps .....	697-1308 or 697-1346
Storm Sewer Management .....	757-0039

Storm Water Fees .....	757-0039
Street Cleaning .....	757-5288
Street Cut Permit/Inspection .....	757-5105
Street Lights .....	756-2706
Street Locations .....	757-5124
Street Signs .....	757-5300
Street Maintenance .....	757-5363
Subdivision Standards .....	757-4886
Summer Feeding Program .....	757-5480
Summer Youth Programs/Camps .....	757-7529
Surplus Food Distribution .....	757-5480
Surveys .....	757-5103
Swimming Pools (public) .....	697-1308 or 697-1330

<b>T</b>	
Tax Collector (Treasurer's Office) .....	757-5191
Tenant/Landlord Relations .....	757-4755
Tennis Courts/Classes .....	697-9700
Ticket Box Offices—City Facilities .....	757-5042
Tickets—Parking .....	757-5144
Tickets—Traffic .....	757-5141
Tire Collection/Recycling .....	757-5300
Tivoli Theater .....	757-5042
Trade Center .....	756-0001
Traffic Engineering .....	757-5005
Traffic Fines .....	757-5141
Traffic Signs and Signals .....	757-5355
Transportation Planning .....	757-5216
Trash Collection .....	757-5091
Tree Cutting .....	697-1315

<b>U</b>	
Urban Design Center .....	266-5948
Urban Forester .....	697-1315
Utility Assistance .....	757-5544
Utility Construction .....	757-5005

<b>V</b>	
Variance Information .....	757-5105
Vehicle Maintenance (City) .....	757-5162
Vital Statistics .....	757-5126

<b>W</b>	
Warner Park .....	697-1300
Warrants .....	698-2525

Weatherization of Low-income Houses .....	757-5536
Weed Control .....	757-5204
Weightlifting .....	697-1320
Wood Disposal & Recycling .....	698-9331

#### X, Y, & Z

Yard Waste Collection .....	757-5091
Youth Programs .....	697-1309
Zoning Information .....	209-6677
Zoo .....	697-1322
Zoo Camp .....	697-1319

## *Helpful Non-City Government Telephone Numbers*

---

Abused Children 24 Hour Hotline .....	266-0162
Adult Education .....	697-3364
Agriculture Extension Service .....	855-6113
Ambulance Service .....	911
Arson Hotline .....	800-762-3017
Automobile Tags & Titles .....	209-6505 or 209-6525
Auto Theft .....	209-8950 (County)
TDD Services .....	209-6131
Back Taxes .....	(County) 209-7272
Birth & Death Certificates .....	209-8025
Blind Services .....	634-6729
Boat Registration .....	209-6500
Business License Outside City limits .....	209-6500
Chattanooga Chamber of Commerce .....	756-2121
Chattanooga Convention and Visitors Bureau .....	756-8687
Chattanooga State Technical Community College .....	697-4400
Child Support .....	209-6707
Payment Hotline .....	209-6740
Circuit Court Clerk .....	209-6700
Coast Guard .....	622-2101
Commission on Children & Youth .....	634-6210
Congressman Zach Wamp .....	756-2342
Contractor (construction) License .....	800-544-7693
Crime Stoppers .....	698-3333
Criminal Court Clerk .....	209-7500
Deeds—Registrar's Office .....	209-6560

Driver's License .....	634-6218
Education	
Information Line .....	209-8500
Central Office .....	209-8400
Homework Hotline .....	209-7755
Parent Involvement .....	209-8595
Public Information .....	209-8615
Counseling Services .....	209-8652
Social Work Services .....	209-8653
Superintendent .....	209-8600
Transportation .....	209-5680
Elderly Abuse .....	634-6624
Elderly Legal Help .....	756-0128
Emergency Services .....	209-6900
Environmental Health Hazards .....	209-8110
Environmental Info/Education .....	266-0521
Families First .....	697-3364
FHA Mortgage Loans .....	800-697-6967
TDD .....	800-577-5339
Food Stamps/Cash Assistance .....	634-6200
Governor's Office .....	634-6327
Gun Permit .....	634-6218 or 634-6219
Handicapped Parking Stickers .....	209-6525
Hamilton County Commissioners .....	209-7200
Hamilton County Executive .....	209-6100
Health Centers	
Main Center 921 E 3rd St. ....	209-6010
Homeless Health Center .....	265-5708
Eastside 2210 Main St. ....	493-9234
Homelessness .....	265-5708
Human Services	
City .....	755-5551
State .....	634-6200
Hamilton County .....	209-6800
Immunizations .....	209-8030
Income Tax Information .....	800-829-1040
Problem Solving .....	800-829-4477
Insurance	
Consumer Services .....	800-342-4029
Elderly .....	800-525-2816
Juvenile Court Clerk .....	493-9263

Marriage Licenses .....	209-6500
Medicare Info .....	800-342-8900
Nursing Home Finder Service .....	755-2870
Passports .....	499-8261
Poison Control Center .....	800-288-9999
Post Office Information .....	499-8231
Public Defender .....	634-6374
Rehabilitation/Disabilities .....	634-6700
Rental Assistance (Emergency Only) .....	209-6833
Senator Bill Frist .....	894-2203
Senator Fred Thompson .....	752-5337
Septic Tanks & Sewers .....	209-8110 or 209-6410
Sheriff – Hamilton County .....	622-0022
Small Business Development (State) .....	634-6376
Small Business Planning and Services .....	752-1774
Social Security .....	800-772-1213
TDD .....	800-325-0778
Soil Conservation .....	894-1687
State Parks .....	800-421-6683
Streets/Highways Complaints/Reports	
Hamilton County Public Works .....	209-6406
Road Info .....	800-858-6349
Tax Assessor .....	209-7300
TennCare Information .....	209-8300
Tennessee Valley Authority .....	751-0011
Veteran's Affairs .....	634-6488
TDD .....	855-6465
Voter Registration .....	209-7720
Water Pollution Complaints .....	634-5745
Wildlife Resource Agency .....	800-262-6704
Weather Information .....	634-5855
Workforce Development .....	697-3364 or 757-5013
Zip Code Information .....	800-275-8777

In this Section

- Elections
- State/Federal Elected Officials & Elections
- Stay In Touch With Your Elected Representatives

Registration

It takes about two minutes to become a voting member of your city, county, state and federal governments. Voting is your privilege if you are 18, a permanent resident of Hamilton County, a citizen of the United States, and have not been convicted of a felony. Registration forms are in larger libraries and post offices, driver's license bureaus, the Human Services Departments and the Election Commission headquarters at 4th Street and Georgia Avenue.

Elections

Elections for City officials are held in March, every four years. The next will be in March 2001.

Elections for the President, Vice-President, US Senators and Representatives, Governor, State Senators and State Representatives are held on the first Tuesday after the first Monday in November of every even-numbered year.

Elections for judicial and county officials and State primary elections are held on the first Thursday of August of every even-numbered year. Not every office has to be filled every year. For instance, the President runs for office only every four years.

Your polling place is on your registration card. For absentee ballots call 209-7720.

IN NASHVILLE, TENNESSEE

Governor: Don Sunquist, 540 McCallie Ave.

Phone ..... 634-6327

FAX ..... 634-6330

Chattanooga: State Senators to the Tennessee General Assembly

Senator: Ward Crutchfield, 10th District

Phone ..... 1-615-741-6682 or local 756-6700

e-mail... sen.ward.crutchfield@legislature.state.tn.us

FAX ..... 756-3018

Address: 707 Georgia Ave., Suite 301, Chattanooga, TN 37402

Committees: Commerce, Labor & Agriculture; Finance, Ways & Means; Judiciary; Calendar; Rules; Delayed Bills.

Senator David Fowler, 11th District

Phone: ..... 1-615-741-1764 or local 756-7000

e-mail..... Sen.david.fowler@legislature.state.tn.us

FAX ..... 756-4801

Address: PO Box 1749, Chattanooga 37401

Committees: Judiciary (Vice Chairman); General Welfare, Health & Human Resources.

Local Representatives to the Tennessee General Assembly

Terms expire in year 2000. All earn \$16,500 per year plus travel and office expenses. Business address for all is Legislative Plaza, Nashville, TN 37243. Toll Free: 1-800-449-8366-1 plus the last four digits of business telephone number.

Bobby G. Wood, 26th District

Office ..... 1-615-741-3920

Home ..... 899-2187

FAX ..... 899-2191

E-mail ..... rep.bobby.wood@legislature.state.tn.us

Home address: PO Box 16607,Chattanooga, TN 37416

Represents citizens in areas: Apison, Birchwood, Collegedale, Ganns, Harrison 1 & 2, Hixson 3 & 4, Meadowview, Ooltewah 1 & 2, Pleasant Grove 1, Snow Hill.

Committees: Commerce; Finance, Ways & Means



**Bill McAfee, 27th District** ..... Office: 1-615-741-3949; Home: 870-2143  
FAX ..... 499-9757  
E-Mail ..... rep.bill.mcafee@legislature.state.tn.us

Home address: PO Box 15008, Chattanooga, TN 37415

Represents citizens in areas: Fairmount, Lookout Mountain, Mountain Creek, Northwoods North & South, Red Bank 1, 2, 3, & 4, Riverview, Signal Mountain East, Signal Mountain West, Stuart Heights, Valdeau, Valley View East & West, Walden, Wauhatchie city & county.

Committees: Conservation & Environment; Government Operations

**Tommie F. Brown, 28th District** ..... Office: 1-615-741-4374; Home: 622-7474  
E-Mail ..... rep.tommie.brown@legislature.state.tn.us

Home address: 603 N Highland Park Avenue, Chattanooga, TN 37404

Represents citizens in areas: Alton Park, Amnicola, Avondale, Bushtown, Cedar Hill, City Hall, Courthouse, Dalewood, Downtown, Eastdale, Howard, Missionary Ridge North, Moccasin Bend, North Chattanooga, Orchard Knob, Piney Woods, St. Elmo.

Committees: Children & Family Affairs; Government Operations; Finance, Ways & Means

**Brenda Turner, 29th District** ..... Office: 1-615-741-6381; Home: 622-3171  
E-Mail ..... rep.brenda.turner@legislature.state.tn.us

Home address: 3425 Audubon Drive, Chattanooga, TN 37411

Represents citizens in areas: Airport, Bonny Oaks, Brainerd 2, Clifton Hills, East Chattanooga, East Lake, East Side, Eastgate 2, Kingsport, Lupton City, Missionary Ridge South, Northgate, Ridgedale, Ridgeside, Sunnyside, Tyner 2, Woodmore.

Committees: Commerce; Health & Human Resources

**Jack Sharp, 30th District** ..... Office: 1-615-741-1934; Home: 698-4339  
E-Mail ..... rep.jack.sharp@legislature.state.tn.us

Home address: 3211 Old Ringgold Rd., Chattanooga, TN 37412

Represents citizens in areas: Brainerd 1, Brainerd Hills, Concord 1 & 2, Eastgate 1, East Brainerd, East Ridge 1, 2, 3, 4, & 5, Tyner, Westview 1, 2, 3.

Committees: State & Local Government; Transportation

**Arnold A. Stulce, 31st District** ..... Office: 1-615-741-4381; Home: 332-3125  
E-Mail ..... rep.arnold.stulce@legislature.state.tn.us  
FAX ..... 332-3125

Home address: 141 Lewis St., Soddy Daisy, TN 37379

Represents citizens in areas: Bakewell 1 & 2, Dallas, Dupont, Falling Water, Flat Top Mountain, Harrison, Hixson 1 & 2, Lakesite, Lake Hills, Middle Valley, Mowbray, Murray Hills, Northwoods North 1, Pleasant Grove 2, Sale Creek, Soddy Daisy North & South, Summit.

Committees: Conservation & Environment; Education

## IN WASHINGTON DC

**President: Bill Clinton** ..... (202) 456-1414  
**Vice President: Al Gore** ..... (202) 456-2326

### US Senators—Tennessee

**Bill Frist—5600 Brainerd Rd.** ..... 894-2203  
FAX ..... 894-5278  
**Fred Thompson—Joel W. Solomon Federal Bldg.** ..... 752-5337  
FAX: ..... 752-5342

### Chattanooga: US Congressman—3rd District Tennessee

**Zach Wamp—900 Georgia Ave., Suite 126 Chattanooga** ..... 756-2342  
FAX ..... 756-6613

## In this Section

---

- Executive Branch  
City of Chattanooga  
Mayor & Departments
- Legislative Branch  
Council; Law-making
- Judicial Branch  
Courts
- Departments of  
City Government



# THE CITY OF CHATTANOOGA

Chattanooga is one of the leading cities in the southeast with more than 150,300 people within 127 square miles. It lies within Hamilton County with a population of about 295,000.

## History

The city was founded on the banks of the Tennessee River in 1815. It was incorporated by the Tennessee General Assembly in 1839. In 1972 the voters of the city adopted Home Rule which enabled voters to approve amendments to the city's Charter at general elections.

In 1990, under an Agreed Order, the Charter was altered extensively to eliminate the Commission form of government and to vest in the Office of the Mayor all executive and administrative authority. A City Council of the City was formed and vested with all legislative (law making) and quasi-judicial authority.

## Mayor and Council

Under the Mayor-Council form of government, the Mayor is elected at large and is not a member of City Council; the Council is composed of nine members elected from nine districts within city boundaries to serve 4-year terms.

## Independent Arms of the City

Independent city-chartered agencies are responsible for economic development, generation of electricity, affordable housing, public housing, mass transportation, the airport, the convention center, the hospital, the stadium, and workforce development.

## Private Citizen Contribution

At any given time, several hundred private citizens provide expertise and guidance to the municipality through advisory and regulatory boards, and by serving as directors on policy-setting boards and commissions. The public service contributed by citizens is of inestimable value and benefit to the whole community.

These boards and commissions usually are appointed by the Mayor or City Council, and provide their expertise in diverse areas such as the environment, public housing, libraries, recreation, and human services. Citizens are also asked, from time to time, to form ad hoc committees to make recommendations on critical issues facing the city.

## Financial Integrity

For information on revenues distributed to departments and agencies, consult the 1998 Comprehensive Annual Budget Report for Chattanooga available at the public library.

Total city revenue in the late 90's is approximately \$169 million for general government and \$372 million for the proprietary funds. The investment portfolio fluctuates between \$125 and \$140 million, and the city's investment policy is approved by the State Treasurer and the Municipal Treasurer's Association of US and Canada. Chattanooga has earned an AA bond rating (Standard & Poors and Fitch) which means the city may easily borrow money at low interest rates, when necessary. The advantageous rate is passed along to taxpayers, as in the recent property tax reduction.

For the past several years the Budget Division has won the Distinguished Budget Award from the U.S. Government Finance Officers Association. The city is awarded a Certificate of Achievement for Excellence in Financial Reporting—usually every year.

## Customer Satisfaction

A citizen survey released in mid-1999 showed that 89.8% of respondents were “satisfied” or “very satisfied” with city services, nearly 20% higher than in 1997. Only 10.2% reported that they were dissatisfied. Survey participants were almost equally distributed throughout the nine districts.

## Future

The departments of the city are responding to public demand for efficiency, accountability and accessibility with a more coordinated, professional and customer-oriented approach under the leadership of Mayor Jon Kinsey.

## HUD Presents to Chattanooga Five Gunther Blue Ribbon Awards

Chattanooga was the recipient of five “John Gunther Blue Ribbon” awards presented by the US Department of Housing and Urban Development at a meeting of the US Conference of Mayors in spring of 1998.

The award honors state and local governments that do the best job administering HUD-funded programs to expand the supply of affordable housing, create jobs, strengthen local economies, fight housing discrimination, reduce homelessness, increase home ownership and accomplish other goals to improve life in America's communities.

In making presentations, HUD Secretary Andrew Cuomo said, “Chattanooga is doing an excellent job working in partnership with HUD and can serve as a national model. We are calling attention to the good work Chattanooga is doing because we want to help communities around the country learn from its success.” Chattanooga was the only city in Tennessee receiving five awards. They were for:

**Consolidated Planning:** “Each year Chattanooga carries out goals and objectives to implement its Vision 2000 strategy. This year was no exception.”

**Decent Housing:** “Exceptional progress has been made in providing decent housing. Chattanooga allocates approximately 64 percent of its Consolidated Plan dollars to providing safe, decent, affordable housing.”

**Suitable Living Environment:** “Through its anti-poverty strategy (part of its Vision 2000 Plan) the city funded a number of activities to open up opportunities for sustainable personal development and to permanently reduce poverty.”

**Economic Opportunity:** “Known for its effective use of private sector and local dollars to provide economic and business development, Chattanooga has moved to using Community Development Block Grant funds to provide economic opportunities to (qualified) persons.”

**Overall:** “As lead agency for the city, the Office of Economic and Community Development has been a leader in the effective and efficient administration of Consolidated Plan activities.”

Chattanooga also received four awards from HUD in 1997. The Gunther Awards are named for John J. Gunther, who was executive director of the US Conference of Mayors from 1961-1987.

# OFFICE OF THE MAYOR

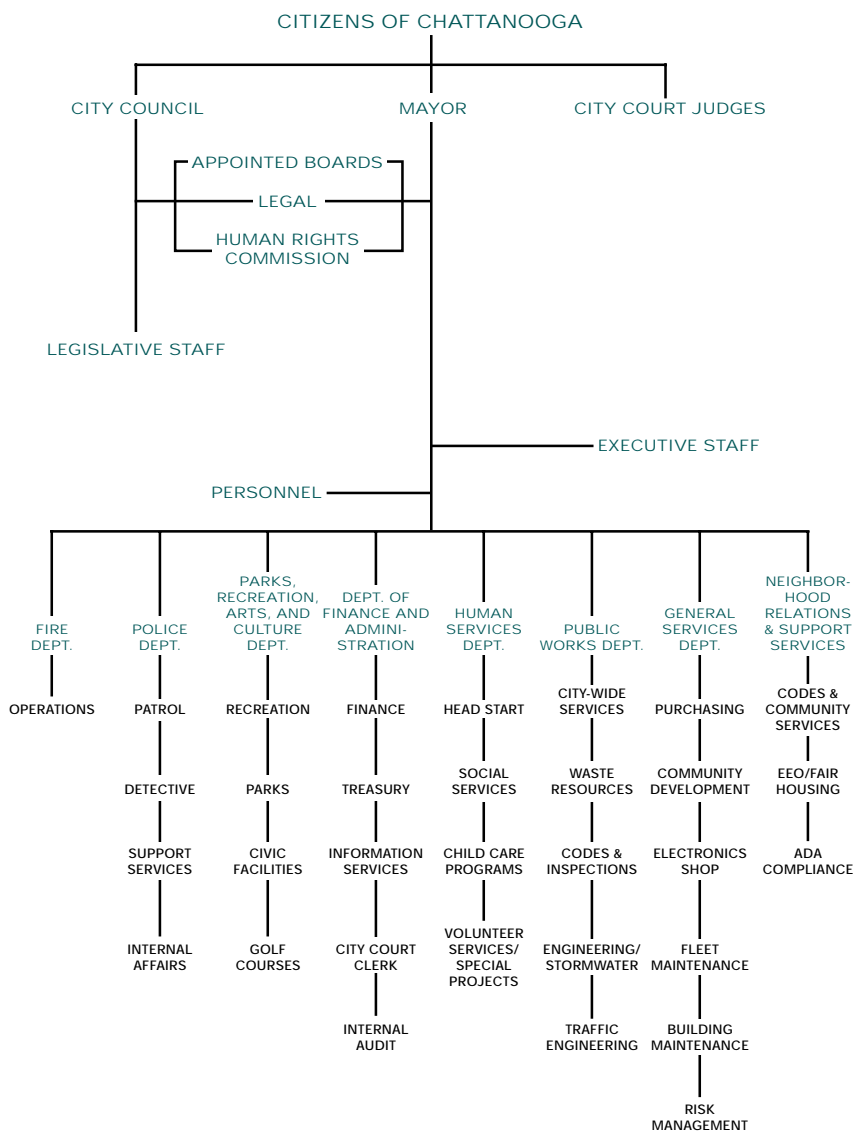
The mayor is a full-time official elected at-large every four years in the City General Elections, with a limit of two four-year terms. This office is the frontline contact with the citizens of the City of Chattanooga. The Mayor is responsible for the day-to-day operations of the city and is responsible to the citizens for the financial well-being of the city government. Weekly staff meetings are held with department administrators to monitor operations and to set department goals.

A primary fiscal responsibility is the submission of a balanced operating budget to the City Council each fiscal year, followed by a capital budget submission. The City Council may accept the budget proposals, or pass them with modifications. The operating budget ordinance includes authorized positions for each department.

The Mayor is the city's chief executive officer and oversees the operation of all city departments including the nine principal departments: Finance and Administration; Police; Fire; Public Works; Parks, Recreation Arts and Culture; Human Services; General Services; Personnel; and Neighborhood Services. The City employs approximately 2,540 people. Mayor's office—757-5152

Mayor:	Jon Kinsey
Chief of Staff:	Ken S. Hays
City Council:	John Lively, Chairman, District 1 Yusef A. Hakeem, Vice Chairman, District 9 Mai Bell Hurley, District 2 David W. Crockett, District 3 Don Eaves, District 4 John Franklin, Jr., District 5 Marti Rutherford, District 6 John Taylor, Sr., District 7 Leamon Pierce, District 8
Legislative Staff:	Carol K. O'Neal, Clerk of the Council Randy Burns, Management Analyst
Legal:	Randall Nelson, City Attorney
City Court:	Walter F. Williams, City Court Judge Richard M. Dyer, City Court Clerk
<b>Department Administrators, Deputy Administrators and Directors:</b>	
Finance & Administration:	James S. Boney, Administrator Daisy W. Madison, Deputy Administrator
Fire:	Jim M. Coppinger, Chief James Jones, Fire Marshall
General Services:	Rayburn Traughber, Administrator George Morgan, Deputy Administrator
Human Services:	Bernadine Turner, Administrator Tommie Pruitt, Deputy Administrator
Neighborhood Services:	Moses Freeman, Administrator
Parks, Recreation, Arts and Culture:	Jerry Mitchell, Administrator Janice N. Miller, Deputy Administrator Larry Zehnder, Deputy Administrator
Personnel:	Donna Kelley, Director Susan DuBose, Assistant Director Joe Shaw, Assistant Director
Police:	Jimmie L. Dotson, Chief Larry Lyda, Deputy Chief Bernard Gloster, Deputy Chief Charles Cook, Deputy Chief
Public Works:	Jack C. Marcellis, Administrator Beverly P. Johnson, Deputy Administrator
Air Pollution Agency:	Robert H. Colby, Director
Chattanooga-Hamilton County Bicentennial Library:	Jane McFarland, Director
Community Development:	Sandra Gober, Director
Regional Planning Agency:	Ann Coulter, Director
Scenic Cities Beautiful:	Carolyn Skipper, Director

# CHATTANOOGA ORGANIZATIONAL CHART



# THE LEGISLATIVE BRANCH

## City Council

The Chattanooga City Council is elected by the nine districts of the city for four-year terms. Council members represent their constituents through the establishment of policies which generally take the form of ordinances, resolutions, or motions which establish the laws, proceedings and service levels for the community. Council meets weekly to consider the hundreds of ordinances and resolutions which must be deliberated each year, including cases where individuals have asked for a variance to zoning regulations. They approve the budgets of all city departments, and funds allocated to other organizations supported in whole or part by the city. All appointed officials—with the exception of the Mayor's staff—must be confirmed by the Council. The Council elects its chairperson each year, and uses a committee system, with seven standing committees. Special or ad hoc committees may be created from time to time.

The City Council conducts business in public sessions held in the Council Assembly Room of the City Hall Building at 101 E. 11th Street on Tuesday night of each week at 6:00 p.m. The public is welcome at any meeting. The administrative staff includes a clerk, an assistant clerk, a secretary, and a management analyst. Meeting agendas—and minutes of previous meetings—are available in the Council Office, Room 111 of City Hall.

Council has established a number of citizen advisory committees and boards to lend expertise in specific areas and to insure an open democratic process in governmental decisions. A description of these boards is in a later section.

Councilpersons currently earn \$18,343 annually, plus expenses—with the exception of Chairman who serves for one year at \$20,843. He/she presides at all Council meetings, and represents the council at many civic affairs.

All terms expire—and the next city election is held—in March 2001.

Council Office phone 757-5196, fax 757-4857 or  
oneal\_carol@mail.chattanooga.gov. Member e-mail addresses are found at  
www.chattanooga.gov.

## Council Committees

The chairperson of the council appoints council members to two or three committees each year. All serve on the Budget and Finance Committee.

***Budget and Finance/Personal Committee.*** All matters relating to taxes, revenues and expenditures pursuant to action of the Mayor and Council; policies relating to employment with the City of Chattanooga; employee relations, benefits, grievance procedures, and equal opportunity provisions.

***Economic Development, Environment and Planning Committee.*** Actions relating to efforts to aid economic advancement and to provide for a safe and livable environment for all citizens of Chattanooga.

***Public Works/Better Housing Committee.*** Actions involving construction and maintenance of roads, sewers, and other infrastructure, public buildings and grounds, housing code issues, and necessary services such as solid waste management.

***Safety Committee.*** Actions involving construction and maintenance of roads, sewers, and other infrastructure, public buildings and grounds, housing code issues, and necessary services such as solid waste management.

**Legal and Legislative Committee.** Dealing with City Code and Charter, Rules of Order for the city council, State legislative actions, drafting of Resolutions and Ordinances, etc.

**Parks, Recreation, Arts and Culture Committee.** Parks, playgrounds and greenways; programming of recreational and arts activities. Special events such as Riverbend and downtown animation, neighborhood and ethnic festivals; implementation of the Cultural Action Plan.

**Health, Education, Human Services, and Housing Opportunities Committee.** All matters relating to the minimization of community deficiencies, and the removal of barriers limiting the personal advancement of Chattanooga's citizens. Poverty, inadequate job skills, poor health care, low educational attainment, and inadequate shelter. Matters relating to housing and residential opportunities.

#### How Laws Are Made—

### ***“Be it ordained by Chattanooga City Council that ...”***

Municipal powers (laws) are established by ordinances, which are passed into law by City Council. To allow for public input, discussion and consideration, each proposed ordinance must be presented and read on three separate occasions and at two council meetings. Five members must vote affirmatively to adopt any motion, resolution or ordinance.

Upon final passage on the third reading, resolutions and ordinances are usually signed by Mayor and a Councilperson and delivered to the Clerk of the Council for permanent record. The City Attorney incorporates new law into the Official Code of Chattanooga which is available at the main public library. Council also has powers to amend and repeal laws through the same process.

Violators of the Code are brought before the City or General Sessions Courts.

#### How to Make Your Point at Government Meetings

At Council meetings, any citizen may make a presentation on any matter that Council has jurisdiction over for up to three minutes.

#### Always Schedule Your Appearance!

Phone the Council office—or the board or authority you wish to address—to confirm the time and place of the meeting.

#### Be Concise!

Prepare an outline of the points you wish to make. Keep your statement brief, if possible. Avoid cliches and repetitive language. If you plan to present a written statement, bring enough copies for all Council members, media and other interested observers.

#### Check Your Facts!

Be prepared to answer questions. If you do not have the necessary information, say so, and offer to provide it later, if possible.



# JUDICIAL BRANCH

## THE COURTS

The Chattanooga City Court shares space in the new Courts Building with the General Sessions and Criminal Courts of Hamilton County. The courts have separate officials, judges and legal functions.

### City Court

The judge presiding over this court is Walter F. Williams. The Clerk of the Court is Richard M Dyer. The court enforces city ordinances, including moving traffic violations, noise, auto registration, air pollution, fire, parking, permit, littering, zoning and housing code violations. The Court may assess fines up to \$500. The first Environmental Court docket was created by Judge Walter Williams in 1991 to assist in cleaning up the city. As a result, compliance with code regulations has increased from 30% to 90%.

Judge Williams is notable for alternative sentencing—particularly of young people with driving violations. Believing that education is the key to success, he reports that more than 813 defendants have obtained their General Equivalency Diplomas (GED) since he took office, with an additional 550 still under mandate to do so. 757-5148

### General Sessions Court of Hamilton County

This state court has two divisions: Civil (under Clerk Judy Medearis) and Criminal (under Clerk Gwen Tidwell). Five judges preside over each division. The Civil Division is the county's small claims court handling monetary suits under \$15,000, contract disputes, evictions and garnishments.

The Criminal Division hears misdemeanor and felony cases but may only convict on misdemeanors. Types of cases include bad checks under \$500, domestic violence, theft, moving traffic violations (state court), forgery, fraud among others. Preliminary hearings for any type of criminal charge are held in this court. Cases may end in conviction, dismissal, a new indictment, or be forwarded to Criminal Court. All cases originate through city or county police agencies who investigate and assist citizens in swearing out arrest warrants. Criminal Court: 209-7600; Civil Court: 209-7630

### Criminal Court of Hamilton County

Three judges preside over three divisions of this state court where felonious—and some misdemeanor cases—are tried by jury. When someone is "bound over to the Grand Jury," the case arrives in this court which hears burglary, assault, arson, bad check charges over \$500, murder, rape and other major crimes. 209-7500

### Judges

In person, address the Judge as *"Your Honor"*. When writing, address as *"The Honorable..."* at Chattanooga-Hamilton County Courts Building 6th and Market Streets, 37402.

### CITY COURT

Walter F. Williams

### GENERAL SESSIONS COURT

Division I

Richard Holcomb

Division II

Michael Carter

Division III

Clarence Shattuck

Division IV

Ronald Durby

Division V

Robert Moon

### CRIMINAL COURT

Division 1

Douglas Meyer

Division II

Rebecca J. Stern

Division III (jury trials)

Stephen M. Bevil

# DEPARTMENTS OF CITY GOVERNMENT

## FINANCE AND ADMINISTRATION

This department is responsible for all fiscal affairs of the City and manages an investment portfolio of approximately \$ 145,000,000. Because of a history of sound financial management, the city's bond rating is AA. Administration: 757-5234

***The Treasurer's Office*** is the city's revenue department, responsible for banking and investment of all funds. It collects property taxes and stormwater fees, which are the city's largest source of revenue. It issues licenses and permits to business establishments, including going-out-of-business permits. 757-5191

***The Information Services (IS) Division*** provides the city's information technology, data processing, and Helpdesk services. IS supports over 200 government facilities that form a community network of more than 6,000 workers linked to e-mail and the Internet. 757-5082

***Chattanooga City Court***, also known as Municipal Court, has jurisdiction in cases involving violations of city ordinances. It maintains court records and collects court fees and fines for moving, parking, housing code and environmental violations, among others. 757-5141

***The Accounting Division*** processes all financial transactions of city government, performs financial analyses and develops procedures for financial operations. 757-5230

***The Accounts Payable Division*** pays all city obligations, including payments to vendors. 757-5230

***The Budgeting Division*** coordinates the annual budget and monitors departmental spending. 757-5230

***The Payroll Division*** prepares payroll checks, records and W-2 forms. 757-5239

***The Internal Audit Division*** reviews departmental policies and procedures for compliance with regulations. 757-5260

## FIRE

***The Chattanooga Fire Department*** employs 400 professional firefighters who respond to more than 11,000 emergency calls a year. Up to 75% of these are medical and rescue calls with average response time under five minutes. The Department qualifies as Class III and is striving for Class II, a designation which directly affects insurance rates of citizens. Fire Chief: 697-1455

***The Operations Division*** is the most visible part of the department because they are responsible for fire suppression, and maintenance of 19 fire stations and 44 specialty vehicles. Even though Chattanooga's Class A ambulance service is a function of county government, many times some of the Fire Department's 26 paramedics and 17 emergency medical technicians (EMTs) are the first on the scene. One hundred and forty three fire fighters are Medical-First-Responders trained to stabilize and properly immobilize patients, and they are equipped with resuscitators and defibrillators. Within four years, all fire fighters will be so trained. This division responds to hazardous material emergencies and accidents where jaws-of-life equipment is needed to remove victims from vehicles. 697-1417

**The Fire Prevention Bureau** technical inspectors visit businesses, schools, and other public buildings to insure they are in compliance with national fire safety codes. They also inspect and may order remedies pertaining to storage and use of explosives. They have a particular duty to examine inflammables, fire alarm systems and fire escapes, and hazardous manufacturing processes. Bureau representatives also educate groups about fire safety. 697-1450

**The Fire Investigation Division** is comprised of sworn firefighters who have specialized training and full police powers. The department credits the Mayor for commitment to more resources for this team. 697-1439

**The Training Division** instructs recruits on firefighting skills. They update all fire firefighters on the latest developments in emergency response. 697-1453

## GENERAL SERVICES

**General Services** is the City's most diverse department, providing a variety of important services to the entire community. Its nine divisions support city government, county government, non-profit agencies, employees, neighborhoods and individual citizens. Administrator: 757-4926

**The Building Maintenance Division** works around the clock to insure that the public and employees can conduct business in clean, safe, and comfortable environments. 757-0968

**The Electronics Shop** installs and maintains all radio communications for the 911 Center, CARTA, the Airport, Police and Fire Departments, Public Works and Parks and Recreation areas. This division is on call twenty-four hours a day to insure that lines of communication are always open, providing routine and emergency services for the entire community. 698-9703

**Fleet Maintenance** takes care of the city's fleet of cars, vans, dump trucks, fire trucks, buses, boats and ultra light planes. This division operates three fully computerized fuel centers, a tire center and two vehicle maintenance facilities, employing highly skilled mechanics. 757-5162 or 697-1492

**Purchasing** is the buyer of services and products for city government, Chata-nooga-Hamilton County Bicentennial Library, Scenic Cities Beautiful, Air Pollution Control Bureau and the Regional Planning Agency. It constantly compares prices and reviews proposals to ensure that dollars for goods and services are spent wisely. 757-5184

**Real Property Management** handles real estate sales and acquisitions, leased property management, maintenance and redevelopment of city-owned real estate. 757-4931

**Office of Economic and Community Development** administers the federal grants received by the city. Funds are used for affordable housing development, infrastructure improvements, economic development, and not-for-profit agencies that provide services to the public. In 1998 HUD honored the city with five *John Gunther Blue Ribbon* awards for exceptional progress in providing decent housing, anti-poverty and economic opportunity initiatives and consolidated planning. As the lead agency for the distribution of federal funds, the Office of Economic and Community Development also received an award for effective and efficient administration. 757-5133

**Contract Management** ensures compliance with contract provisions, policies and regulations in the construction of facilities. 757-2070

**The Office of Planning and Development** performs comprehensive strategic planning to achieve long range goals to enhance the quality of life for residents. 757-5133

**The Risk Management Division** administers employee safety and health (OSHA) regulations, employee medical and life insurance benefits, and the city's property and casualty insurance programs. 757-5325

## HUMAN SERVICES

The Department is established to administer public programs of a human nature in Hamilton County. It operates 18 separate programs funded totally or in part by federal, state or local funds. Its mission is to improve the quality of life for poor and/or disadvantaged citizens by providing temporary assistance, mobilizing community resources, and encouraging self-help activities and programs that will alleviate poverty conditions in the community. An advisory board of 31 citizens advocates for and oversees programs.

**The Social Services Division** provides emergency financial assistance, homeless prevention, referrals, HUD housing counseling, weatherization assistance, energy subsidies, surplus foods, a summer feeding program for children and family development activities for low-income citizens or others eligible for the various programs. *See Helpful City Phone Numbers.* 757-5555

**The Head Start Program** is a federally funded comprehensive, family focused child development program for children of low-income families. Its purpose is to bring about a greater degree of social competence in young children to help ensure they begin school ready to learn, and that they can effectively deal with both present environment and later responsibilities in school and life. Funded by the United States Department of Health and Human Services, it serves over 600 children in eight locations throughout the city and rural Hamilton County. The Head Start Program serves three and four year olds and Early Head Start serves pregnant women and infants to age three. The program provides evaluation, diagnosis, and special services to children with disabilities. *For a listing of centers, see Helpful City Phone Numbers.*

**The Child Care Assistance Broker Services Program** provides child care subsidies to eligible parents who are employed, in a training program, or attending college full-time. Placements for ages 6 weeks to 13 years. Also serves foster care and protective services cases. 757-5018

**Child Care Services** provides comprehensive and affordable child care services in a nationally accredited center setting or in homes located throughout the city. Daycare for infants and toddlers is provided for parents who are pursuing educational or employment opportunities. 757-0950

**The Foster Grandparents Program** provides a mutually beneficial continuing relationship between an elderly person and a child with special needs in Hamilton, Bradley and McMinn Counties. 757-5509

## NEIGHBORHOOD SERVICES

The department is recently expanded with the broad mission to help revitalize neighborhoods through human development and insuring the safety of properties. It regards neighborhoods as vital elements of the city that should be informed and organized so as to effectively interact with government. The long-range goal of the department is to empower neighborhood leadership to bring about economic strength, diversity, equality, security and harmony in all areas of the community. Coordinating with other departments, it hopes to create more of a balance in services to neighborhoods.

***The Codes and Community Services Division*** (formerly known as Better Housing) enforces the city's housing and building standards, and the anti-litter, overgrowth and abandoned/inoperable vehicle codes. This task is accomplished through combined efforts of inspectors, support staff and Environmental Court. 757-5204

***The Neighborhood Relations and Community Support Division*** works for well-being through communal activity. It helps develop community-based organizations such as non-profits or neighborhood associations who want to establish a presence. It offers mini-grants to neighborhood associations wishing to train leaders and build connections. 757-5054

***The Fair Housing staff*** informs the public—and particularly those classes protected by law—about their rights and responsibilities under the federal Fair Housing Act which prohibits discrimination in sale or rental of housing based on race, religion, sex, disability or children in family. It educates landlords and tenants on the Landlord Tenant Act of Tennessee, and provides booklets defining rights and responsibilities; it resolves complaints and partners with the Community Housing Resource Board to develop fair housing projects. 757-4755

***The Human Rights and Human Relations Commission*** is overseen by the department. The commission recommends appointments to Mayor/Council, hears complaints about discrimination or other unfair treatment, sets and records meetings and uses all resources to resolve community conflict. 757-4810

***The Americans with Disabilities Act Division*** oversees city and county government compliance with the Act, plans and budgets for modifications to public buildings and property, and takes complaints. 757-4755

***The Equal Employment Opportunity*** function monitors employment data of the city and receives, investigates and resolves complaints of employees and the public on employment practices. 757-5277

## PARKS, RECREATION, ARTS AND CULTURE

The department strives to provide a variety of leisure opportunities so that citizens can creatively escape daily routine and find relaxing pleasure right here in town. It operates year-round sports programs and cultural activities/lessons in 17 recreation centers and 1,300 acres of parks within easy driving distance of all citizens. The department manages entertainment events and looks for any opportunity to enhance quality of life. A quarterly leisure guide shows complete schedules of events. Administration: 757-5167

***The Recreation Division*** programs 17 recreation centers, one senior center, 27 ballfields, 78 tennis courts, 20 playgrounds and 2 swimming pools. It runs a nine week summer youth program including swimming lessons, day camp, track and field, canoeing, tennis and golf lessons, camping and more for little or no cost. The division prepares grant proposals, partners with other providers and the private sector, prepares budget and plans. 757-7529

***The Recreation Center Maintenance Division*** plans for repair, custodial and security needs, performs regular inspections, and handles emergency repairs for 17 centers. 697-1300

***The Recreation Centers Division*** employs over 60 recreation professionals to provide stimulating programs for all ages, incomes and abilities, including arts and crafts, physical fitness, music appreciation, environmental and nature classes and a wide variety of sports. They partner with over 80 other agencies to promote physical, mental and social development through leisure and fun. The division also organizes special events such as sand volleyball and Senior Games. 757-7529

***The PowerHouse Fitness Center*** offers daily fitness classes for all levels of fitness—with special equipment for physically disabled and elderly—at 50 cents per session. 697-1320

***Parks Maintenance*** provides maintenance service for the Warner Park Zoo, Ross's Landing, 14 parks and related facilities, the Greenway system and a greenhouse for annual plantings. 697-1310

***The Urban Forestry Division*** cares for the city's forest and tree resources with emphasis on safety. It resolves over 700 citizen requests a year, manages large tracts, and the Tree City USA program which is an honor bestowed by the National Arbor Day Foundation to cities who have a tree ordinance and commission, and who meet certain performance and expenditure requirements. At least 50,000 trees grow on city property, and 1,000 more a year are planted by city and county. 697-9715 or [www.chattanooga.gov/urbanforestry](http://www.chattanooga.gov/urbanforestry)

***Chattanooga Outventure*** provides a variety of outdoor adventure programs and classes including canoeing, rafting, backpacking, rockclimbing, repelling, fishing, and more. In addition to these programs, the staff is available as outfitters for private trips. Programs and services are designed for all ages and abilities. 842-6629

For a quarterly guide to all activities events and facilities, call 757-PLAY (7529).

Phone numbers for the following programs and facilities are listed in the Helpful City Government Numbers section: Art Classes, Fitness Classes, Day Camp, Art Camp, Zoo Camp, Sports Camp, Golf Courses, Greenways & Trails, Performance Venues, Outdoor Adventures, Swimming Pools, Little League, and Youth Programs.

### Parks

**Aquarium Plaza**, Broad & 2nd Streets. The 2 acre plaza around the Tennessee Aquarium is designed as an outdoor museum, full of surprises and discoveries. Children play in the stream which winds through the major eras of our regional history and symbolizes the role of the river in Chattanooga's development.

**Boulevard Park**, East 48th & Devine Streets. Formerly known as Cedar Hill, this park has been renovated to include a new multi-station playstructure and better parking.

**Boynon Park**, Cameron Hill. Overlooking the city and the river, this one-acre park features Civil War cannons and a fountain.

**Caruthers Park**, 33rd & Brannon Streets. This new 3-acre park offers a shaded walking trail, playground, ball-field, and picnic area.

**Coolidge Park**, Walnut Street (north shore). The newest addition to the Tennessee Riverpark, is one of the city's premier attractions with a carousel, fountains to play in and plenty of open space. The park is on the north shore at the end of the Walnut Street pedestrian bridge. The special events pavilion may be rented.

**Confederate and Citizens Cemetery**, E. 5th & Palmetto Streets. Open only by appointment, this cemetery is burial grounds for Civil War soldiers and historic Chattanooga citizenry.

**East Lake Park**, 3018 E. 34th Street. This 16-acre park is Chattanooga's oldest. It features a youth fishing pond, a playground, a walking path, tennis courts, and a senior adult building. An amphitheater and picnic pavilions are available for reservation.

**Harris-Johnson Park**, 28th Street.

The new 5-acre park was donated to the city by Wheland Foundry and features a playground, a walking path, and a picnic area.

**Jefferson Street Park**, Jefferson & 18th Streets. This once deserted and unmanaged space is now a beautiful, open park featuring a new playground and a picnic pavilion.

**Miller Park**, 10th & Market Streets. The downtown crowd enjoys a lunchtime stroll by the large pond and fountain, and events in the outdoor amphitheater.

**Miller Plaza**, 11th & Market Streets. This privately-operated facility of River Valley Partnership is home to a mini-mall, several offices, the Waterhouse Pavilion, and a beautiful brick courtyard. It is a popular venue for concerts such as Nightfall and the Coffee House series.

**Montague Park**, 1141 East 23rd Street. One of the city's two major softball parks, this 45-acre facility includes 6 ballfields, a concession stand, a playground, and ample open space.

**River Gallery Park**, High Street at RiverWalk. The sculpture garden is privately owned and maintained, but open daily to the public. It is situated on an escarpment high above the river in the art district and features a changing array of original artworks.

**Portland Park**, Signal Mountain Boulevard & Suck Creek Road. This passive and open 4-acre park is great for unstructured leisure.

**Rivermont Park**, Lupton City Drive. The 61-acre park features picnic pavilions, shelters, a scenic walking trail, 4 tennis courts, 4 ballfields, a new playground and a boat ramp.



### **Riverview Park**, Barton Avenue.

The park has recently been revitalized to include a new amphitheater, playground, 2 tennis courts, picnic tables, barbecue grills and large grassy areas for open play.

**Ross's Landing Park**, Riverside Drive. Located on the Tennessee River across from the Aquarium, this city facility contains a marina, boat ramp, a docking area, sand volleyball pits, picnic areas, and public restrooms. It is the site of large outdoor events including Riverbend, RiverRoast, and others.

**Walnut Street Bridge**, Walnut Street & Frazier Avenue. This .5-mile

park is the world's longest pedestrian bridge and the only such facility in the southeast. It is one of the featured segments of the Tennessee Riverpark.

**Warner Park**, 1254 East 3rd Street & McCallie Avenue. The largest of Chattanooga's major softball facilities, this 53-acre park offers 6 ballfields, 12 tennis courts, the area's largest playground, a rose garden, 6 official horse-shoe pits, picnic facilities, an Olympic pool, the PowerHouse Fitness Center, Chattanooga Arts Center, a zoo, and Parks and Recreation office.

## **Playgrounds**

Boulevard Park .....	East 48th & Devine Street
Carver Playground .....	600 North Orchard Knob
Church Street Playground .....	Church Street at Chatten Drugs
Clifton Hills Playground .....	Brannon & 23rd Street
Eastdale Playground .....	1312 Moss Street
East Brainerd Park .....	Benham & Williams Streets
Fort Negley .....	17th & Mitchell Street
Greenwood Terrace .....	3056 Dee Drive
Hill City .....	18 Trewitt Street
Montague Park .....	1141 East 23rd Street
Pringle Park .....	26th & Long Streets
Park Place Playground .....	10th at Fairview
Rivermont Park .....	1100 Lupton Drive
Riverside Park .....	Crutchfield Street
Riverview Park .....	Barton Avenue
Ridgedale Park .....	2712 East 13th Street
Silverdale Park .....	Silverdale & Bonny Oaks Drive
Tacoa Circle Park .....	Brainerd Road & Tacoa Circle
Tennessee Riverpark .....	Amincola Highway

## **Recreation Centers**

Chattanooga Parks & Recreation provides these full service recreation centers for citizens of all ages and abilities. Hours are Tuesday through Saturday, 12:30-9:00 p.m. during the school year and 10:00-7:00 p.m. during summer and school holidays. Each center has an individual schedule of events, leagues, classes, and programs. Call the center of your choice or 757-7529 for more information.

Alton Park, 205 W 45th Street .....	821-9797
Avondale, 1301 Dodson Avenue .....	697-1277
Brainerd Friendship, 7 N. Tuxedo Avenue .....	697-9739
Carver, 600 N. Orchard Knob .....	697-1280
College Hill/Westside, 1201 Poplar Street .....	757-5442
Colville Street, 406 Colville Street .....	757-5443



Eastdale, 1312 Moss Street .....	697-1289
East Chattanooga, 2409 Dodson Avenue .....	697-1281
East Lake Courts, 6th Avenue .....	
East Lake, 3601 Dodson Avenue .....	867-4498
First Centenary, 408 Oak Street .....	266-3345
Glenwood, 2610 E 3rd Street .....	697-1284
John A. Patten, 3202 Kelly Ferry Road .....	825-5955
North Chattanooga, 406 May Street .....	757-5447
Shepherd, 2124 Shepherd Road .....	855-2697
St. Elmo, 4921 St. Elmo Avenue .....	821-0411
Tyner/East Brainerd, 6900 Ty Hi Drive .....	855-2664
Washington Hills, 7221 Hancock Road .....	855-2679

Senior Programs

Eastgate Recreation Center .....	855-9444
East Lake Senior Building .....	697-1336
Colville Street Senior Program .....	757-5443
Carver Senior Program .....	697-1280

PERSONNEL

The department processes over 10,000 applications a year and fills about 230 positions. It serves the departments of city government by recruiting a skilled and diverse workforce, providing on-going personal and career development programs, developing and promoting professional and ethical standards, and by fostering inter-departmental communications.

Personnel serves employees of the city by fostering fairness, equity and equal opportunity in hiring, compensation and promotion, by offering skills-improvement programs, and by helping management recognize and reward productive employees.

The department maintains a job classification and salary system and all personnel records. 757-5200

POLICE

The mission of the Chattanooga Police Department is the prevention of crime through highly visible patrol, suppression of crime through criminal prosecution, protection of citizens and their property and preservation of the peace.

Its four major functions are administered by the Police Chief who is appointed by Mayor with consent of Council.

**Administration** provides effective services through planning, coordinating, budgeting and public relations/education. 698-9662

**Uniform Patrol** deploys officers throughout three patrol-team areas of the city. Some are permanently assigned to particular neighborhoods to be familiar with residents and problems; some work with particular crime types such as narcotics, while others have specialized investigative skills. Manpower is distributed according to calls for service and crime types. 698-9597

**Investigation** follows up on reported incidents using a computerized records system to develop leads and identify suspects. The division recovers and preserves property and evidence and prepares for prosecution in court. It employs specially trained investigators in the areas of auto theft, burglary and robbery, child abuse,

fraud, fugitives, hit and run, gangs/juvenile delinquency, homicide, rape and other major crimes. Phone numbers for each of these are listed in the blue pages of the BellSouth telephone book.

***The Services Division*** provides support including communications, training, records and information services. It dispatches 911 calls and presents crime prevention programs to the public. 698-2525

***The Citizens Review Committee*** reviews complaints of unfair treatment from citizens and recommends disciplinary measures to the Chief. Nine members are appointed by Police Chief and City Council for staggered terms. 757-2015

## PUBLIC WORKS

The Department of Public Works is responsible for installation and maintenance of the infrastructure of the city, and for continually improving services and systems to meet the needs of citizens. Administrator: 757-5110

***The CityWide Services Division*** includes four major sections: **(1)** Emergency Services ensures safe movement of traffic along city streets by removing storm and accident litter and illegally dumped trash, and by de-icing roads; **(2)** The Solid Waste Section collects brush, trash, garbage, and recyclables; it operates the Recycle Center at Warner Park; **(3)** The Road Construction Section builds and maintains city streets; **(4)** The Drainage Construction Section builds and maintains the sewer system and stormwater drains. 757-5180

***The Engineering/Stormwater Division*** manages design and construction of capital projects related to streets, alleys, sidewalks, curbs and gutters, storm sewers, sanitary sewers, and streetscape projects. It maintains records and documents, prepares reports and estimates, retains and manages consultants for selected projects, coordinates city construction with federal, state and local agencies, and participates in design and construction review of related non-city projects. 757-5117

***The Stormwater Section within the Engineering Division*** assesses, manages, and monitors water quality in the city. It responds to emergency spills and citizen complaints, and interacts with agencies and developers to assure compliance with erosion and stormwater control regulations; issues land-disturbing and landscaping permits. 757-0039

***The Traffic Engineering Division*** manages traffic flow throughout the city. It prepares studies and engineering designs to evaluate and correct traffic deficiencies and oversees installation and maintenance of all traffic control signs, signals, street lighting and parking meters. It reviews subdivision plats, building permits, roadway designs, variance requests, zoning cases and special events permits and assists contractors, utility companies, and other city departments to set work zone traffic controls. 757-5005

***The Waste Resources Division*** operates and maintains sanitary sewer systems, the wastewater treatment plant, the city landfill and wood recycling facility, and household hazardous waste collection. It handles sewer stoppages, special account billings, industrial pretreatment monitoring, and maintenance of pumping stations at the Brainerd Levee and Orchard Knob. 757-5026

***Codes and Inspection Services*** issues permits and performs inspections for building, electrical, plumbing, gas, mechanical, signs, demolition, house-moving, erosion control and street cuts. It reviews plans of structures (other than one and two-family units), provides zoning information/enforcement, and administers the sewer

installation payment plan. The division administers the construction trade licensing boards, and the Boards for Zoning, Signs, Construction and Appeals. It also enforces Historic District and Overlay Zone regulations, and design review requirements within C-7 zones. 757-5105

## REGIONAL PLANNING AGENCY (RPA)

The mission of the RPA staff is to develop a vision and guide for the region which insures that our land resources are used in ways that are sustainable and enhances quality of life. Land use planning includes short and long-range goals and strategies that are useful to public and private sectors in setting their objectives. The RPA facilitates coordinated decision-making by providing research, data, plans, maps, studies and suggested strategies related to land use, transportation and social issues.

The three main divisions are **(1)** Comprehensive Planning which handles long range strategies for growth—including neighborhood plans; **(2)** Transportation Planning, and **(3)** Current Operations, the division that receives zoning cases and subdivision requests for Chattanooga, East Ridge, Red Bank, Lakeside, Lookout Mountain, Walden, Ridgeside, and Hamilton County.

Supporting divisions are **Graphics** and **Information Systems** which provides demographics and mapping. Main office at 100 E. 11th Street: 757-5216.

Operations Office at 625 Walnut Street: 209-6677

**The Urban Design Center** is a development partnership managed by the RPA. It focuses on downtown planning and historic preservation, offering assistance to both public and private projects. It also oversees development in areas where legislation requires design review and approval, including the riverwalk, the 20-block downtown overlay zone, and the north shore commercial district. 850 Market Street (upstairs) 266-5948

## In this Section

---

- Municipal Advisory Boards and Commissions
- City-County Organizations
- Regulatory Boards
- Independent Authorities and Corporations
- Supported Agencies



# CITY COUNCIL ADVISORY BOARDS AND COMMISSIONS

The following Boards and Commissions are comprised of citizens and officials who serve the public interest without compensation. They act as valued advisors to the Mayor and City Council and often are the “voice” of the community. With a few exceptions, legal authority for appointment of these bodies lies within the City Code or within Tennessee Code Annotated. *Also see City-County Organizations and Regulatory Boards in later sections.*

## City Management

***The City Home Rule Board*** informs the public on proposed legislation pertaining to the City Charter and on changes in compensation of any city official. The nine members include five members of City Council and four members elected to Tennessee General Assembly who serve until their term with the State expires. 757-5338

***City of Chattanooga General Pension Plan*** is managed by a five-member Board of Trustees comprised of three qualified trust or investment officers—with home offices in Chattanooga—who are elected by City Council. The City Treasurer and City Auditor are ex-officio members. The Board has full power to construe the Plan, fact-find and make determinations, establish regulations, hold hearings, distribute information and keep records for this trust. 757-5202

***The Fire and Police Insurance and Pension Board*** has six members who serve as trustees of the pension fund. Each member serves a three-year term and every September an election is held for two members whose term will expire. Employees of both departments vote for one representative for the fire department and one for the police department. 267-0200

## Development

The City established—through the state—the ***Health Education & Housing Facilities Board*** as a conduit for tax-free bonds for facilities that improve the health and well being of Chattanoogaans, or their intellectual/mental capacities. Public or private entities building facilities beneficial to the public may request a bond issue to reduce the cost of borrowing, if future revenue is secure. Recently Siskin Hospital, Girl's Preparatory School, Chattanooga Neighborhood Enterprise, Tennessee Housing Development Agency and Baylor School have used bonds for construction. The Board's seven members are elected by City Council for six years. 757-5338

***The Industrial Development Board*** issues tax-free bonds for private industries whose expansion will create a significant number of new jobs. The Board offers this method to obtain capital tax abatement when a company is expending funds to create funds. The City may work out an in-lieu-of agreement to relieve the company of taxes for up to 10 years if the project is of considerable benefit to the community. Seven members elected by City Council serve six years. 757-5338

***The Downtown Overlay Zone Board*** is comprised of nine members appointed by Mayor to promote mixed-use and residential housing development in a 20-block voluntary zone from Tennessee River to 5th Street and from 3rd to Vine Streets. The Board reviews plans for compatibility of scale and design with traditional downtown setting, and encourages interested parties to develop or restore in the area. 266-5948

## Human & Community Development

***The Community Development Advisory Committee*** is formed to insure citizen participation in decisions about how and where federal funds should be used to benefit the low and moderate-income citizens of Chattanooga. Thirty-one members help plan the community development program, assess needs, inform other citizens, and provide input to the five year Consolidated Plan. City Council appoints one representative from each of the nine districts; nine more members are recommended by relevant neighborhoods, and 13 members represent local agencies. Each serves three years. 757-5133

***The City of Chattanooga Human Rights and Human Relations Commission*** is composed of 19 people appointed by Mayor for three-year terms to eliminate discrimination and promote goodwill. Members represent broad-based community and business groups. The Commission investigates complaints based on race, religion, color, sex, age, disability, national origin or economic status, and acts as a public forum to resolve conflict. 757-5277

***The Human Services Advisory Board*** works with the Department of Human Services to develop an array of social services as a safety net for Chattanooga's poor. It (1) insures that eligibility requirements and programs are in compliance with federal regulations which govern use of funds; (2) performs an annual needs assessment and ranks priorities; and (3) advocates to the legislature in support of programs. The 33-member body includes Mayor, County Executive, and City Council (all ex officio). Eleven members are selected by Mayor from agencies, nine are from the various city districts and two are at-large from the balance of the county. 757-5551

## Education

***The "Together We Can" Scholarship Committee*** is comprised of six members of the Community Foundation Board of Directors who administer this fund created with city revenues to finance college education for qualified low-income children. This Fund is the largest private provider of scholarships in the city. Outright and planned gifts from persons and corporations help perpetuate the city's effort to maximize the potential of Chattanooga's own. 265-0586

## Environment *(Also see Regulatory Boards)*

***The Tree Advisory Commission*** is composed of seven residents of city or county appointed by the Mayor to **(1)** study problems and needs of the city with respect to its urban forestry program; **(2)** recommend candidates for Municipal Forester; **(3)** disseminate information on public and private tree planting/maintenance; **(4)** hold public meeting on same; and **(5)** hear appeals on decisions of the Municipal Forester. 697-9715

***The Greenway Advisory Board*** meets at least four times a year to develop recommendations for the Chattanooga Greenway System including planning, routing, protection, design, leases, exchanges, operation and programs. Nine members from environmental organizations are appointed by Mayor for staggered terms, and an unlimited number of other interested people may be appointed by the Board as non-voting members. 265-5229 or 757-5169

## Recreation

***Miller Park Board of Directors*** is appointed by the Mayor to develop operate and manage the park at ML King and Market Streets. They plan programs and approve leases of facilities. 265-0771

***The Chattanooga Memorial Auditorium and Tivoli Theater Board of Directors*** is a 12-member body with a Director Emeritus appointed by Mayor. The Administrator of Parks, Recreation, Arts and Culture serves as Executive Director. The Board provides guidance to the City on operation, maintenance and rental of both facilities—including the 1000-seat Community Theater on the second floor of the Auditorium. 757-5169

## Safety

The Police Advisory Committee is comprised of fifteen people – including retired law enforcement personnel—who serve as external advisors on department policy and planning. They are appointed by Mayor and City Council to identify strengths and weaknesses and recommend policy changes.

# CITY-COUNTY ORGANIZATIONS

***The Chattanooga-Hamilton County Regional Planning Commission*** oversees the General Plan for the physical development of the entire County, including land use, zoning, transportation and other plans as directed by local governments. It provides a range of planning services for Hamilton County government and seven municipalities within the county. Working with a fifteen-member Regional Planning Commission, cities and elected officials, the RPA develops techniques for managing growth while protecting the beauty of the natural environment. Also see RPA under Departments of City government. The Commission meets monthly on the 2nd Monday at 1:00 at the County Court House. 757-5216

***Scenic Cities Beautiful Commission*** is a regional entity arising from a city/county agreement to improve the appearance of the entire community. Duties include improving cleanliness of streets, highways, lots, alleys, and waterways, and placement/preservation of plantings in public places. Membership includes city and county officials and citizens from municipalities within Hamilton County who serve for three years. 757-0061

***The Chattanooga and Hamilton County Historical Commission*** is authorized to own and operate a historical museum, to conduct research and educational programs and to preserve the history of area founders, leaders, institutions and events in all fields of human endeavor. A board of seven—plus the Governor and Comptroller of Tennessee, County Judge and Mayor of the City—serve a seven-year term. 266-5948

The fifteen-member ***Board of the Chattanooga-Hamilton County Bicentennial Library*** sets library policy, selects the library director, and receives donations and requests. Eight board members are appointed by the city and seven by the county for three-year terms. Its mission is to meet citizens' educational, professional and personal needs for current information, to promote learning and the love of reading, and to preserve the history of the community. 757-5320

***The Chattanooga-Hamilton County Election Commission's*** five Commissioners serve at the pleasure of state legislators and senators. The party with control of the majority of the House appoints three and the minority party appoints two—who serve for 3-year terms. The group hires an election commissioner who controls daily operations and outreach/education to voters. They also approve the budget and personnel decisions and set policy for election processes. 209-7720

***The Riverpark Advisory Committee*** is a nine or 10-person body that generates ideas for the development and use of the riverwalk system and monitors same. It works with staff of the Tennessee River Park to develop the budget and seeks public and private resources. Three members are appointed by Mayor, three by County Commission and three by the legislative body. The chair is jointly selected. This redevelopment project—which stretches five miles from downtown to Chickamauga Dam—is in Phase IV. Maintenance of the completed project will be shared by City and County. 757-5169

***The Chattanooga-Hamilton County Civil Defense Organization*** assists governments to safeguard the public in man-made or natural disasters, including enemy attack, plane crashes, tornadoes, toxic spills, and similar events. Coordinates emergency plans and resources and directs civil defense emergency operations.



# REGULATORY BOARDS

Housing/Neighborhoods/  
Land Use  
Better Housing Commission  
Board of Sign Appeals  
Board of Construction Appeals  
Design Review Committee  
Historic Zoning Commission  
Zoning Board of Appeals for  
Variance and Special Permits

Animal Services  
The Humane  
Educational Society

Environment & Health  
Air Pollution Control Bureau  
Stormwater Regulations Board

Wastewater Regulations  
& Appeals Board

Transportation  
Taxicab Board

Beer & Wrecker Board

Liquor Sales  
Beer & Wrecker Board

Construction Trades  
Electrical Board

Gas Board  
Mechanical Board  
Plumbing Board

*NOTE: Home improvement  
and general contractor  
licensing is handled through  
the State. See section on  
Helpful Non-City Numbers.*

## Housing/Neighborhoods/Land Use

***The Better Housing Commission*** consists of 15 members appointed by Mayor and confirmed by City Council to oversee the Chattanooga Housing Code which regulates public health, safety and welfare in all structures and properties, residential and non-residential. The Commission meets on the 3rd Wednesday of each month at City Hall. They are empowered to issue subpoenas to violators, hold hearings, make findings, and issue orders to repair or demolish any building found to be dangerous or unfit for human habitation. Vacant lots and non-operable vehicles are within their purview. The Commission has the power to close or demolish unrepaired buildings, to remove vehicles and trash, to issue liens to collect costs from non-compliant property owners, and to hear appeals. 757-5204

***The Board of Sign Appeals*** consists of nine members appointed by City Council for staggered terms. They hear and rule on requests for variances to the Sign Ordinance and grant special event permits. The ordinance requires permits for advertising signage of all types and sets regulations on size, installation and location to ensure safety and in some cases, aesthetics. They normally meet on the 4th Monday of each month at 5:00 p.m. 757-5105

***The Board of Construction Appeals*** considers appeals and variances to the Standard Mechanical, Gas, Electrical and Plumbing codes pertaining to technicalities of construction, installation/repair of piping, appliances, and wiring. Decisions of the Board are final. 757-5105

***The Design Review Committee*** decides on requests for variances from legislation regulating development in the C-7 Northshore commercial district. 757-5105

***The Historic Zoning Commission*** has nine members who are appointed by Mayor for five-year terms to safeguard structures and places of historic or architectural value to the community, and to ensure the appropriateness of structures adjacent to local historic districts and landmarks. They have the power to designate historic districts and landmarks, and to rule on appropriate alterations and compatibility of design. 266-5948

***The Zoning Board of Appeals for Variances and Special Permits*** is a nine-member body appointed by City Council for staggered terms and thereafter serving three years. The Board meets on the 2nd Wednesday of each month at 10:00 AM to (1) make special exceptions to the Chattanooga Zoning Ordinance at the request of property owners; (2) hear and rule on granting variances; (3) review and enforce special and conditional permits; (4) hear appeals on decisions of the Downtown Residential Mixed Use District Review Committee; and (5) hear appeals from the Standards of the Landscape Ordinance. All official actions of this Board are subject to public notices and hearings. Apply to the Building Inspection Office. 757-5105

***The Chattanooga Zoning Ordinance*** is an extensive set of guidelines on the use of land and buildings within city limits; it regulates location, construction, safety, infrastructure, landscaping, parking and other aspects of residential, commercial and public buildings. Copies of the ordinance are available at the Regional Planning Agency. 757-5196

## Animal Services

***The Humane Educational Society of Chattanooga*** vests the Pound Keeper with all powers of a police officer and with the power to protect animals taken into custody. He enforces the Animal Control Ordinance and may (1) register dogs and cats and issue license tags; (2) seize and/or dispose of unregistered at-large animals; (3) require inoculation of dogs and cats; and (4) provide wholesome care to impounded animals and set fees for redemption.

A Humane Society officer may “lawfully interfere to prevent the perpetuation of any act of cruelty upon any animal in his presence”. (The Chattanooga Police Department will assume control of these duties in late 1999 or early 2000. They can be reached at 698-9587.)

## Environment & Health

***The Chattanooga-Hamilton County Air Pollution Control Board*** exists to achieve and maintain levels of air quality that protect human, animal and plant health and comfort. The Board's authority rests in federal law under the Environmental Protection Agency, which sets standards for all significant air emissions. A paid staff and administrator have power to (1) issue or revoke emission permits; (2) enforce the ordinance and obtain judicial review of violations; (3) bring civil actions and impose fines, remedies and penalties; and (4) hear appeals. Furthermore they may immediately stop any activity posing imminent and substantial danger to public or environmental health. 867-4321

***The Stormwater Regulations Board*** consists of seven members appointed by the Mayor subject to confirmation by the Council. Four must have technical qualifications, and three are members of the general public. The Board is responsible for periodic review of the stormwater regulations, conducting appeals hearings, and granting variances from stormwater fees and regulations. 757-5117

***The Wastewater Regulations and Appeals Board*** reviews water quality and sewer-related ordinances and budgets, hears appeals from users of the sewer system. The seven members are appointed by the Mayor. 757-5026

## Transportation

***The Taxicab Board*** is a 9-member body appointed by the Mayor to serve for two years to enforce all laws regarding cabs and issue or revoke permits to drivers, companies and vehicles. 698-9793

***The Beer and Wrecker Board*** meets in City Hall the first and third Thursday to permit towing vehicles and administer requirements including equipment, vehicle condition, storage, operating rules and fees and to recommend wrecker zones. The Board is appointed by the Mayor from separate city district's for staggered terms. 698-9793

## Liquor Sales

***The Beer and Wrecker Board*** investigates and permits applicants for beer and liquor sales including wholesalers, distributors and retailers; the Board regulates hours of operation, sales to minors, premises restrictions and prohibited sexual acts. The Board is appointed from the various city districts by the Mayor and meets the first and third Thursdays. 698-9793

## Construction Trades

***The Board of Electrical Examiners*** consists of seven members appointed by the Mayor to serve a four-year term. They meet at least once a quarter along with special-called meetings that are advertised in the newspaper. Electrical examinations are given twice a year on the third Wednesday of April and October. License renewal for Class I, II, III and Plant Masters is on December 31. License renewal for Journeyman, Sign Journeyman, Plant Electricians, and Residential Journeyman is June 30. 855-9414

***The Board of Gas Examiners*** consists of seven members appointed by the Mayor to serve a four-year term. They meet at least twice a year prior to examinations. Examinations for Master and Journeyman licenses are given on the second Thursday of April and October. License renewal for Master and Journeyman is June 30. 757-5105

***The Board of Mechanical Examiners*** consists of seven members appointed by the Mayor to serve a four-year term. They meet at least twice a year prior to examinations. Examinations are given on the second Thursday of April and October. License renewal is October 31. 757-5105

***The Board of Plumbing Examiners*** consists of five members appointed by the Mayor to serve a two-year. They meet at least twice a year prior to examinations. Examinations for Master and Journeyman licenses are given on the second Thursday of April and October. License renewal for Master and Journeyman is June 22. 757-5105

# INDEPENDENT AUTHORITIES AND CORPORATIONS

The following government-chartered authorities and corporations are established and empowered by city ordinance. They are independently managed by staff who are compensated from earnings or by federal or city funds.

## Power

***The Electric Power Board of Chattanooga***: the city of Chattanooga is authorized to purchase, construct or lease, maintain, operate and regulate an electric light and power plant and distribution system within city limits and adjacent territory, and to sell bonds to finance same. The board is composed of 10 members appointed by the board and confirmed by Mayor and Council to have full financial control and exclusive management of the city-owned system. 757-1481

## Development

***The Carter Street Corporation Board*** was established by the City and County in 1981 to oversee construction, equipment and management of the Chattanooga Hamilton County Convention and Trade Center. Three of the seven members are appointed by Mayor, three by County Executive, and one jointly, for 4 year staggered terms. They are policy advisors to the staff of this not-for-profit entity which is undertaking a \$45 million expansion to triple the Center's square footage and add a \$10 million Developer's Resource Center. This project expects to pay for itself within 10 years through new state legislation which allows any new state sales tax generated within the downtown area to stay at home until the project is fully paid. Under this plan, no city treasury funds will be expended. 756-0001

***RiverValley Partners, Inc.*** is directed by a seven-to-twenty member advisory board to be a catalyst and coordinator for development downtown,

including the riverfront, center city, the southside and the Tennessee River Park. RiverValley develops the strategic vision and plan, acts as a catalyst for developers, and is itself a developer-of-last-resort. It is a non-profit corporation under the Chamber of Commerce, operating for the benefit of Chattanooga, Hamilton County and the Tennessee RiverValley. 265-3700

***The Stadium Corporation Board of Directors*** is a seven-member body appointed by City (2), County (2), local delegation (1), Black Caucus (1) and the Stadium Campaign Corporation (1) for staggered terms. This body grew out of the Campaign Corporation which raised funds for the project from private sources, city, county, UTC and the state. The Board oversees budget, planning and operation of the stadium and related facilities. 266-4041

## Housing

***The Chattanooga Neighborhood Enterprise Board of Directors*** consist of 25 members who oversee this private non-profit organization founded to provide the opportunity for all to live in decent affordable housing. The city commits about two million per year to further CNE's effort. Recognized as the top producer of affordable housing in the nation, CNE develops, finances, rehabilitates and manages housing for low and moderate-income citizens. The Housing Info Line, provides information and referral for a 10-county area. The Chattanooga Housing Development Organization, offers expertise and non-profit partnership to community-based

organizations wishing to develop housing. The CDFI provides gap financing for business development. 756-6201

### ***The Chattanooga Housing***

**Authority** is comprised of seven commissioners appointed by the Mayor. Commissioners recommend an agency director to Mayor, develop and oversee a budget of over \$26 million, develop partnerships in the community, plan for departments and social services, child care, recreation, job training, drug abatement, parent development, safety, and elderly services.

The City's largest landlord, CHA houses 3,678 families in public developments and distributes Section 8 rent subsidy vouchers to 1407 families who rent in the private sector. The Authority may issue revenue bonds for redevelopment. 752-4810

## **Work Force Development**

### ***The Southeast Tennessee Private***

**Industry Council Board of Directors** is a unique arm of the city composed largely of private sector business people recommended by the Chamber of Commerce and labor organizations, appointed by the Mayor and certified by the Governor's office for staggered terms. The board and administrators meet monthly to (1) develop a job training plan for a six-county area commensurate with the federal JTPA contract with the city, (2) provide oversight of the plan and all activities, and (3) approve programs, budget, and contracts, and monitor same. 752-5013

## **Hospital**

### ***The Board of Trustees of the Chattanooga-Hamilton County***

**Hospital Authority** derives its power to own and operate a hospital jointly owned by the city and county including Baroness Erlanger Hospital, T. C. Thompson Children's Hospital, Willie D. Miller Eye Center and related health facilities. The Authority has all powers to

manage and make contracts for enlarging the above facilities. Its mission is to "provide excellent health care, regardless of the ability to pay, through a quality environment that delights the customer." Eleven trustees serve without compensation for 4 year terms. Four are appointed by Mayor and City Council; Hamilton County judge and commissioners appoint four; one is jointly appointed; and the chancery court and the legislative delegation each appoint one. 778-2232

## **Land Transportation**

### ***Chattanooga Area Regional Transportation Authority*** (CARTA)

members are appointed by the city for 5 year terms to have full power over all types of transportation-for-hire on streets and highways in Hamilton, Catoosa, Dade, and Walker counties and all municipalities within. They have power to purchase, construct, maintain and operate railroads, buses, autos and any other commercial vehicles, including any accessory apparatus, buildings and rights-of-way. 629-1411

## **Airport**

**The Chattanooga Metropolitan Airport Authority** is comprised of seven uniquely qualified members appointed by Mayor and confirmed by city council to set policy for the airport including endorsement of development and business plans, budget, contracts, and leases to fixed-base operators. By law, membership must include an engineer, an attorney, a finance expert and a business expert. Two of the seven must be pilots. The Board expects to expand by 4 members, to include three Georgians. The airport is a government corporation with a staff of fifty. 855-2202

**Air Traffic Board of Adjustment** composed of Mayor, city council and county commission hears appeals on decisions made by building inspectors on trees, structures and other construction that may obstruct or endanger air traffic.

## SUPPORTED AGENCIES

The following government agencies are established to serve a public purpose and are supported in part by city revenues. Some appropriations are for closed-end programs, but most are for on-going programs or agencies which city government supports on a continual basis. Other organizations supported in large part by the city are found under City/County Organizations and Independent Authorities and Corporations.

### ***Allied Arts of Greater Chattanooga***

is a unified arts fund and council that raises operating money for 23 diverse cultural organizations in the belief that the arts are a necessary part of civic life and public celebration. Allied Arts helps fund Riverbend, Hamilton County Fair, the Hunter Art Museum, the Nightfall Series, Chattanooga Symphony and Opera, the Chattanooga Theater Center, UTC Meacham Writer's Workshop and many other events and performance venues that enrich the city's livability. A pilot program in 5 area elementary schools is showing children how to bring art-fullness into everything they do! 756-2787

The mission of the ***Bessie Smith Hall, Inc.*** is to celebrate the performance of blues and jazz with emphasis on the multicultural contributions of Bessie Smith. The BSH organization designs programs and services that provide instruction, interpretation, exposure and advocacy of African-American music traditions and practices. The annual Bessie Smith Strut on ML King Boulevard attracts blues fans from the entire region. 757-0020

***The Chattanooga African-American Museum*** preserves the history of contributions of African-Americans to Chattanooga and the nation, much of which was not heretofore printed or taught in schools. The museum rounds out the true history of the region with historical documents, photos and

interactive media presentations, which attract visitors from far and wide. It also houses an African artifact exhibit that, along with tools and original art and music, showcases the progenitors of the black race—the Kings and Queens of Africa. Guided tours and the research library are available to all. 266-8658

***The Chattanooga Regional History Museum*** collects, preserves, researches, and displays the written, spoken, pictorial and artifactual record of the Chattanooga and Tri-State region from the earliest times to the present. The museum provides publications, exhibits and educational programs for all segments of the community in the context of the museum's permanent theme, "Chattanooga Country: Its Land, Rivers and People". 265-3247

***The Chamber Foundation*** of the Chattanooga Chamber of Commerce has acquired additional economic development responsibilities, in collaboration with the city, county and state. Its purposes are to attract new business to the area and to help existing businesses grow. It provides business promotion, referrals, several leadership programs, and networking opportunities, through seven area branches. 756-2515, ext. 126

***The Challenger Center*** is a resource center for both teaching and learning. Space adventures using a mission simulator encourage students to excel in math and science. The Center provides teacher training and materials to prepare

participants for one of two different and unique mission simulations which build teamwork, accepting responsibility, shared trust, communication skills and problem solving ability. Other programs offered are Teacher Professional Development Workshops and Aerospace Camps. 755-4126

***The Chattanooga Area Regional Council of Governments/SE Tennessee Development District*** (CARCOG/SETDD) provides area-wide planning and coordination on a regional basis, and assists local governments in project and program development within the thirteen counties of Southeast Tennessee and the bi-state metropolitan Chattanooga region. The Southeast Tennessee Development District is a planning and development agency that serves all the local governments in Southeast Tennessee. The Board of Directors is composed of local elected officials and representatives from across the region. The SETDD coordinates the many Federal, State and local organizations involved in planning and development in the region. It also administers aging services in Southeast Tennessee including transportation and nutrition. The Industrial Revolving Loan Fund provides loan packaging services to private industries which are expanding or relocating and creating new jobs. 266-5781

***The Chattanooga Area Urban League's*** mission is to eliminate discrimination by empowering African-Americans and others with educational and vocational training to increase economic power.

It **(1)** refers qualified applicants to employers; **(2)** assesses client skills and employer needs; **(3)** offers 12-week courses in customer service, medical office technology and computer technician; **(4)** offers financial aid workshop to students; **(5)** monitors federally-funded contracts county-wide for equal opportu-

nity compliance; and **(6)** runs a special program at McCallie homes for at-risk 12 and 13 year olds. 756-1762

***The Chattanooga Downtown Partnership*** promotes development in downtown Chattanooga by providing research and statistical information, publishing a directory of available office and retail space, actively recruiting retail stores and other business, producing seasonal celebrations and promotions, and coordinating downtown decorating. The Partnership Windows Program fills vacant storefronts with creative exhibits installed by businesses and civic organizations. 265-0771

***The Children's Advocacy Center*** coordinates the state-mandated team responsible for the investigation, intervention and treatment for abused children and their families, and prosecution of the abuser. The agencies involved include: Department of Human Services, Law Enforcement, District Attorney's Office, Mental Health, Medical Services, Children's Advocacy Center. Licensed clinical social workers with special training in child sexual abuse conduct assessments, crisis counseling, therapeutic groups for children and their families. The Center conducts community education focused on prevention and early intervention, and maintains a resource library related to child abuse and child sexual abuse. 266-6918

***Friends of the Festival*** is a non-profit organization that manages Riverbend, a nine-day music festival that draws over 400,000 spectators each year and features nearly 100 musical artists who perform on five stages nestled along the banks of the Tennessee River at Ross's Landing. Now in its eighteenth year, Riverbend has played a pivotal role in stimulating economic development downtown and revitalization of the riverfront district. Riverbend is regarded by the International Festivals and Events

Association as one of the top music festivals in the country. 756-2212

***The Homeless Healthcare Center***

was established in 1988 in an effort to meet the health care needs of Chattanooga's homeless. Services are available, free of charge, to homeless men, women and children. Physicians, psychiatrists, nurses and social workers are available to provide physical and mental health care, substance abuse recovery services and case management, and links to social services and housing. These services continue to be available to clients for up to one year following a move into permanent housing. 265-5708

***The International Towing Museum***

is located in Chattanooga because the first wrecker/tow truck in the world was manufactured here in 1916 by Ernest Holmes. The museum on Broad Street is affiliated with the International Friends of Towing Organization which has donated photos, artifacts written history and vehicles, including the 1913 locomobile and Cadillac towing car. 267-3132

***The Martin Luther King Boulevard Community Development Corporation's*** mission is to develop and coordinate revitalization efforts in the Martin Luther King Boulevard area. The program promotes development in the historic inner city by revitalizing existing commercial and housing structures and attracting new businesses to increase job opportunities. 756-2694

***Metropolitan Council for Community Services*** is a citizen-led United Way agency that the community relies on to facilitate the community building process. The council initiates and responds to requests for research about the well-being of the community; assesses the adequacy and accuracy of data and identifies trends in the areas of a) economic development, b) education, c) family life, d) health and human services,

e) housing, f) public safety, g) civic involvement, and h) the environment. They convene broad-based community groups to plan prevention of—and solutions to—identified problems. Services include census information, demographics, evaluations, strategic planning, analysis of availability of services, needs and priorities, information about available grants, trends and implications of trends, and board training. 267-7766

***Senior Neighbors*** strives to enable older people to maintain adequate functioning and to lead an independent life for as long as possible, preferably within their own home or community. The agency provides an array of services, educational and social programs and counseling. It brings prospective employers and employees together, and makes the private sector aware of the benefits of employing older workers. 755-6100

***WTCI TV45***, the public television station in Hamilton County, provides commercial-free informational, educational, and quality cultural television programs to area viewers. The station televises regular City Council and County Commission meetings so that the public can stay informed and involved in government. 629-0045







## **City of Chattanooga**

**Neighborhood Services Department**

**1110 Market Street, Suite 333**

**Chattanooga, TN 37402**

**423-757-5277**

**e-mail: [neighborhoodsvcs@mail.chattanooga.gov](mailto:neighborhoodsvcs@mail.chattanooga.gov)**